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Guide



CITIZEN'S GUIDE



Supply and Services
Canada

Approvisionnement et Services
Canada

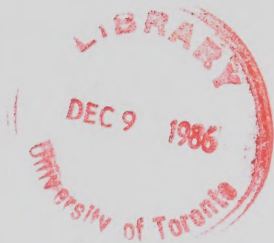
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du gouvernement du Canada

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Netta Maskell
Author



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PREFACE

Each and every day the Government of Canada receives thousands of inquiries pertaining to the programs and services it offers the public.

This first edition of the *Citizen's Guide* lists over one hundred of the most frequently asked questions. In each instance a brief answer is given and, in most instances, a contact point where further information is available has also been included.

If you do not find the information you are looking for in this guide, the "Having Problems?" section will direct you to the nearest Canada Service Bureau office where your queries will be referred to the federal department who can best answer your question.

The list of bookstores associated with the Canadian Government Publishing Centre is an invaluable source when you need to purchase a federal government publication.

As this is the first edition we would like to hear your comments on the content and format. It is only by understanding what you need that we can produce a publication which is most helpful to you.

Canada Service Bureau Program
Supply & Services Canada
Ottawa, Ontario
K1A 0S5

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Q: How can I apply for access to certain federal government documents?

A: For access to certain federal government documents, individuals should approach the department they wish to obtain information from directly. If they are refused such information, individuals should obtain access to information forms from local libraries and consult the Access Register for assistance in filling out forms and related questions. Individuals may write or phone the Access to Information Co-ordinator of the department they are applying to.

For further information call (toll-free) 1-800-267-0441, (local) Ottawa 995-2410.

Q: How can I find out what kind of personal information the federal government has about me in its records?

A: The Privacy Act is the law that gives an individual the access to information held about them by the federal government. The government has organized most of its records on individuals into personal information banks. These are listed by department or institution in the *Index to Personal Information* which is available to everyone in public libraries, government information offices in major population centres, and in some 2000 postal stations in rural areas.

After consulting the Index, determine which banks contain information about you; complete a personal information request form (forms are available with the Index) for each bank you wish to examine and send it to the coordinator listed under each department or institution. There is no charge for this service. It takes about 30 days for a department to respond.

For further information call (toll-free) 1-800-267-0441, (local) Ottawa 995-2410.

Q: Who do I speak to about misleading advertising?

A: Consumer and Corporate Affairs Canada's Marketing Practices Branch investigates complaints concerning violations of the misleading advertising and deceptive marketing practices provisions of the Competition Act.

For further information, contact one of the Consumer and Corporate Affairs offices listed below.

Alberta

Oliver Building
10225, 100th Avenue
Edmonton, Alta.
T5J 0A1
(403) 420-2489

2919, 5th Avenue, NE
Calgary, Alta.
T2A 6T8
(403) 292-5608

British Columbia

Room 1400
800 Burrard Street
Vancouver, B.C.
V6Z 2H8
(604) 666-5000

Manitoba

260 St. Mary Avenue
Winnipeg, Man.
R3C 0M6
(204) 949-5567

Newfoundland

Sir Humphrey Gilbert Building
5th Floor
165 Duckworth Street
St. John's, Nfld.
A1C 1G4
(709) 772-5411

Nova Scotia

Atlantic Regional Office
Queen Square, 17th Floor
45 Aldernay Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6002

Ontario

Federal Building
16th Floor
4099 Yonge Street
Willowdale, Ont.
M2N 6B8
(416) 224-4065

Quebec

Guy Favreau Complex
East Tower, Suite 502
200 Dorchester Boulevard, West
Montreal, Que.
H2Z 1X4
(514) 283-5394
Suite 400
410 Charest Boulevard, East
Quebec, Que.
G1K 8G3
(418) 648-3939
Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0C9)
(819) 997-4282

Q: I want to enlist in the Canadian Forces but haven't any idea how to go about it. Can you direct me?

A: Department of National Defence's Canadian Forces Recruiting Centres are responsible for armed forces recruitment.

Q: Where do I get information on becoming an armed forces cadet?

A: Cadet corps, open to anyone 13 to 18 years of age, are sponsored by local boards of education or by units of the Canadian Armed Forces, service clubs or similar organizations across Canada.

For further information, contact one of the recruiting centres listed below or consult your local phone directory for an office near you.

CANADIAN FORCES RECRUITING CENTRES

Alberta

10414, 103rd Avenue
Edmonton, Alta.
T5J 0J1
(403) 420-3002

Harry Hays Building
220 4th Avenue South East
P.O. Box 2949, Station M
Calgary, Alta.
T2P 2M7
(403) 292-4380

British Columbia

547 Seymour Street
Vancouver, B.C.
V6B 3H6
(604) 666-3136

Manitoba

Post Office Building
Suite 2M7
266 Graham Avenue
Winnipeg, Man.
R3C 0J8
(204) 949-3680

New Brunswick

189 Prince William Street
P.O. Box 7409, Station A
Saint John, N.B.
E2L 4S7
(506) 648-4973

Newfoundland

Government of Canada Building
354 Water Street West
St. John's, Nfld.
A1C 1C4
(709) 772-4554

ARMED FORCES

(See also **PENSIONS**)

Citizen's Guide

CANADIAN FORCES RECRUITING CENTRES (cont'd.)

Nova Scotia

Scotia Square
Suite 215
5251 Duke Street
Halifax, N.S.
B3J 1N9
(902) 427-4242

Ontario

Federal Building
Suite 100
4900 Yonge Street
Willowdale, Ont.
M2N 6A4
(416) 224-4015
360 Laurier Avenue West
Ottawa, Ont.
K1P 5K3
(613) 992-3038

Quebec

1048 Saint-Jean Street
Quebec, Que.
G1R 1R6
(418) 648-3636
Guy Favreau Complex
East Tower, 4th Floor
200 Dorchester West
Montreal, Que.
H2Z 1X4
(514) 283-2512

Saskatchewan

229C Fourth Avenue South
Saskatoon, Sask.
S7K 4K3
(306) 975-4020

Q: I need an address and phone number for a Canadian Forces Base. Can you help?

A: Listings of addresses of military bases, camps, stations and units in Canada are available from the Department of National Defence.

For further information, contact one of the National Defence offices or consult your local phone directory for an office near you.

DEPT. OF NATIONAL DEFENCE — OFFICES OF INFORMATION

Alberta

Canadian Forces Base Edmonton
Lancaster Park
Edmonton, Alta.
TOA 2H0
(403) 456-2450

British Columbia

Canadian Forces Base Esquimalt
Fleet Mail Office Victoria
Victoria, B.C.
VOS 1B0
(604) 380-2174

**DEPT. OF NATIONAL DEFENCE —
OFFICES OF INFORMATION (cont'd.)**

Manitoba

Canadian Forces Base Winnipeg
Winnipeg, Man.
R2R 0T0
(204) 895-5277
(204) 895-5352

Canadian Forces Base North Bay
Hornell Heights, Ont.
POH 1P0
(705) 474-9292
Ext: 2630

Nova Scotia

Fleet Mail Office Halifax
Halifax, N.S.
B3K 2X0
(902) 427-6171
(902) 427-6174

Federal Building
4900 Yonge Street
Willowdale, Ont.
M2N 6A4
(416) 224-4987

Quebec

DND Office of Information
Saint Hubert, Que.
J3Y 5T4
(514) 443-7080
Ext: 364, 380, 385.

Ontario

101 Colonel By Drive
Ottawa, Ont.
K1A 0K2
(613) 992-4581

Q: How can I apply for my Military Records?

A: Ex-service personnel seeking access to their own military files should apply under the Privacy Act using "Personal Information Request Form(s)", as detailed in the Personal Information Index, for each file you require (e.g. medical, dental, service, performance evaluation, decorations).

Forms are available from, and the Index can be consulted at:

Public Libraries

Post Offices (in rural areas)

Government information offices

ARMED FORCES

(See also **PENSIONS**)

Each request takes approximately 30 days to process. Write to:

National Personnel Records Centre
Public Archives Canada
395 Wellington Street
Ottawa, Ont.
K1A 0N3

Records are released one year after service.

ARTS

Q: Are there any grants available to artists or arts organizations?

A: The Canada Council provides financial assistance to artists and art organizations in all disciplines.

More information is available through the Canada Council offices listed below.

Canada Council
99 Metcalfe Street
P.O. Box 1047
Ottawa, Ont.
K1P 5V8
Call collect (613) 598-4365

Canada Council
Suite 11
207 Robinson Street
Moncton, N.B.
E1C 5C5
Call collect (506) 857-6090

Q: Where can I get information about the Canadian Astronaut Program?

A: For information contact:

National Research Council
Canadian Astronaut Program
Montreal Road
Ottawa, Ont.
K1A 0R6
(613) 993-4485

Note: Anyone wishing to invite one of the six Canadian astronauts to a function, can do so by contacting NRC's public affairs division in Ottawa. (613) 993-4485

BANKRUPTCY

Q: Where can I get information on bankruptcy?

A: Consumer and Corporate Affairs Canada's Bankruptcy Branch provides assistance in filing consumer bankruptcies and also maintains general and statistical information on bankruptcy.

For further information, contact one of the Consumer and Corporate Affairs offices listed below.

Alberta

Oliver Building
10225, 100th Avenue
Edmonton, Alta.
T5J 0A1
(403) 420-2476

2919 5th Avenue NE
Calgary, Alta.
T2A 6T8
(403) 292-5607

British Columbia

Room 1400
800 Burrard Street
Vancouver, B.C.
V6Z 2H8
(604) 666-5000

CONSUMER AND CORPORATE AFFAIRS OFFICES (cont'd.)

Manitoba

260 St. Mary Avenue
Room 201
Winnipeg, Man.
R3C 0M6
(204) 949-3227

Newfoundland

Sir Humphrey Gilbert Building
5th Floor
165 Duckworth Street
St. John's, Nfld.
A1C 1G4
(709) 772-5411

Nova Scotia

Queen Square
17th Floor
45 Aldernay Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6099

Ontario

Suite 701
25 St. Clair Avenue East
Toronto, Ont.
M4T 1M2
(416) 973-6486

Quebec

Guy Favreau Complex
East Tower, Suite 502
200 Dorchester Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-5394
Suite 400
410 Charest Boulevard East
G1K 8G3
Quebec, Quebec
(418) 648-4280
Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0C9)
(819) 996-3964

Saskatchewan

2212 Scarth Street
Regina, Sask.
S4D 2J6
(306) 780-5391

BANKS/BANKING

(See also *INSURANCE/TRUST/LOAN COMPANIES*)

Complaints

Q: I have a complaint against a bank. Is there a federal "watchdog" that could help me with my concern?

A: Finance Canada administers the Bank Act and is in charge of the inspection of chartered banks.

Write to the address below:

Finance Canada
Inspector General of Banks
Place Bell Canada
160 Elgin Street
Ottawa, Ont.
K1A 0G6
(613) 992-0377

Deposit Insurance

Q: What government agency insures banks and trust companies' deposits?

A: The Canada Deposit Insurance Corporation provides insurance against the loss, in whole or part, of deposits in member institutions resulting from the insolvency of the institution up to a maximum of \$60,000.

For further information, contact one of the offices listed below.

Canada Deposit Insurance
Corporation
Suite 1808
112 Kent Street
P.O. Box, 2340, Station D
Ottawa, Ont.
K1P 5W5
(613) 996-2081

Canada Deposit Insurance
Corporation
Suite 710
55 University Avenue
P.O. Box 27
Toronto, Ont.
M5J 2H7
(416) 369-3887

Note: The Province of Quebec has its own agency:

Quebec Deposit Insurance Board
(Régie de l'assurance-dépôt
du Québec)
9th floor
800 Place d'Youville
Quebec, Que.
G1R 4Y5
(418) 643-8515

Q: Where can I register my boat?

A: The licensing of small vessels (under 20 tons) is under the jurisdiction of Revenue Canada Customs and Excise.

For further information to register your boat, contact one of the customs offices listed below or check your local phone directory for an office near you.

REVENUE CANADA — CUSTOMS

Alberta

Harry Hays Building
Room 720
220, 4th Avenue SE
P.O. Box 2910, Station M
Calgary, Alta.
T2P 2M7
(403) 292-4660

British Columbia

Customs Building
1001 West Pender Street
Vancouver, B.C.
V6E 2M8
(604) 666-0545

Manitoba

Winnipeg Airport
2000 Wellington Avenue
Winnipeg, Man.
(204) 949-6004

New Brunswick

Customs Building
189 Prince William Street
P.O. Box 6640, Station A
Saint John, N.B.
E2L 4G3
(506) 648-4904

Newfoundland

Sir Humphrey Gilbert Building
165 Duckworth Street
P.O. Box 6086
St. John's, Nfld.
A1C 5W4
(709) 772-5544

Nova Scotia

Atlantic Regional Office
2nd Floor
6169 Quinpool Road
P.O. Box 3080
South Postal Station
Halifax, N.S.
B3J 3G6
(902) 426-2661

Ontario

360 Coventry Road
Ottawa, Ont.
(613) 993-0040

Head Office
Connaught Building
2nd Floor
Mackenzie Avenue
Ottawa, Ont.
K1A 0L5
(613) 957-0275

REVENUE CANADA — CUSTOMS (cont'd.)

Ontario (cont'd.)

10 John Street South

P.O. Box 989

Hamilton, Ont.

L8N 3V8

(416) 523-2812

Federal Building

10th Floor

451 Talbot Street

P.O. Box 5940, Station A

London, Ont.

N6A 4T9

(519) 679-4131

185 Ouellette Avenue

Windsor, Ont.

N9A 4H8

(519) 254-9202

55 Bloor Street West

P.O. Box 10, Station A

Toronto, Ont.

M5W 1A3

(416) 973-8022

Prince Edward Island

Dominion Building

Room 329

97 Queen Street

P.O. Box 1266

Charlottetown, P.E.I.

C1A 7M8

(902) 566-7277

Quebec

130 Dalhousie Street

P.O. Box 2267, Postal Terminal

Quebec, Que.

G1K 7P6

(418) 648-3708

6th Floor

400 Place d'Youville

Montreal, Que.

H2Y 2C2

(514) 283-2953

Saskatchewan

Towne Square

Room 204

1919 Rose Street

Regina, Sask.

S4P 3P1

(306) 780-6212

Q: Where can I get information about/a copy of the federal budget?

A: Finance Canada provides information on the federal budget. Copies are available free of charge from Finance Canada or from an associated bookstore.*

Finance Canada
Place Bell Canada
160 Elgin Street
Ottawa, Ont.
K1A 0G5
(613) 992-4851 or
(613) 996-0597

**See list of bookstores on page 105 of this publication.*

BUSINESS

Contracts/Tenders

Q: How can I find out about business opportunities and contracts with the Federal Government?

A: Supply and Services Canada solicits bids from vendors listed on its source list. To obtain information on how to be included on its source lists, contact the following office which will forward application forms to you.

Corporate Relations Office
Supply and Services Canada
Ottawa, Ont.
K1A 0S5
(819) 997-2686

Export

Q: Where can I get information on exporting?

A: For information on exporting, contact the toll-free export information line — Info Export. Info Export is a service offered by External Affairs Canada. It provides all types of information on exporting and also it refers inquiries to other agencies.

For further information, call Info Export, (toll-free) 1-800-267-8376 (throughout Canada), (local) Ottawa (613) 993-6453.

Q: Which government programs are designed to assist exporters and Canadian businessmen seeking markets abroad?

A: There are two programs in particular that you should look into. They are both administered through the Department of Regional Industrial Expansion (DRIE). The first one is, Industrial and Regional Development Program (IRDP), and the second one is, Program for Export Market Development (PEMD).

For further information, contact one of the offices listed below or consult your local phone directory for an office near you.

DRIE REGIONAL OFFICES**Alberta**

Cornerpoint Building
Room 505
10179 105th Street
Edmonton, Alta.
T5J 3S3
(403) 420-2944

British Columbia

Bentall Tower IV
Room 1101
1055 Dunsmuir Street
P.O. Box 49178
Bentall Postal Station
Vancouver, B.C.
V7X 1K8
(604) 666-0434

Export (cont'd.)**DRIE REGIONAL OFFICES (cont'd.)****Manitoba**

Room 608
330 Portage Avenue
P.O. Box 981
Winnipeg, Man.
R3C 2V2
(204) 949-4090

New Brunswick

Assumption Place
770 Main Street
P.O. Box 1210
Moncton, N.B.
E1C 8P6
(506) 857-6400

Newfoundland

Parsons Building
99 O'Leary Avenue
P.O. Box 8950
St. John's, Nfld.
A1B 3R9
(709) 772-4884

Northwest Territories

Precambrian Building
10th Floor
Postal Bag 6100
Yellowknife, N.W.T.
X1A 1C0
(403) 920-8570

Nova Scotia

1496 Lower Water Street
P.O. Box 940, Station M
Halifax, N.S.
B3J 2V9
Information (902) 426-2018
Trade (902) 426-7540

Ontario

1 First Canadian Place
Suite 4840
P.O. Box 98
Toronto, Ont.
M5X 1B1
(416) 365-3737

Head Office
C.D. Howe Building
235 Queen Street
Ottawa, Ont.
K1A 0H5
(613) 954-2788

Prince Edward Island

Confederation Court Mall
Suite 400
134 Kent Street
P.O. Box 1115
Charlottetown, P.E.I.
C1A 7M8
(902) 566-7400

Quebec

Tour de la Bourse
Suite 3800
800 Place Victoria
P.O. Box 247
Montreal, Que.
H4Z 1E8
(514) 283-8185

Saskatchewan

6th Floor
105 21st Street East
Saskatoon, Sask.
S7K 0B3
(306) 975-4400

Yukon Territory

Suite 301
108 Lambert Street
Whitehorse, Y.T.
Y1A 1Z2
(403) 668-4655

Business Incorporation

Q: Where can I get information about federally incorporating my business?

A: Businesses can be registered either provincially or federally. The Corporation Branch of Consumer and Corporate Affairs administers the federal incorporation of businesses.

Registration of a company

Q: How do I find out if a company is federally registered?

A: Consumer and Corporate Affairs, through its Corporations Branch, is responsible for registering companies, and provides public access to corporate statutory filings.

For further information contact one of the offices listed below.

CONSUMER & CORPORATE AFFAIRS REGIONAL OFFICES

British Columbia

800 Burrard Street
Room 1400
Vancouver, B.C.
V6Z 2H8

Manitoba

260 St. Mary Avenue
Room 201
Winnipeg, Man.
R3C 0M6
(204) 949-3227

Nova Scotia

Queen Square
17th Floor
45 Aldernay Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6099

Ontario

25 Saint Clair East
Room 701
Toronto, Ont.
M4T 1M2
(416) 973-8124

Quebec

Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0C9)
(819) 997-1142

Saskatchewan

2212 Scarth Street
Regina, Sask.
S4P 2J2
(306) 780-5391

Import

Q: I am going into the importing business and understand that I need a number. Who do I call?

A: Requests for the issuance of importer numbers and verification of existing numbers should be directed to any regional customs office — Revenue Canada Customs and Excise.

For further information contact one of the customs offices below or consult your local phone directory for an office near you.

REVENUE CANADA — CUSTOMS**Alberta**

Harry Hays Building
Room 720
220, 4th Avenue SE
P.O. Box 2910, Station M
Calgary, Alta.
T2P 2M7
(403) 292-4660

British Columbia

Customs Building
1001 West Pender Street
Vancouver, B.C.
V6E 2M8
(604) 666-0545

Manitoba

Winnipeg Airport
200 Wellington Avenue
Winnipeg, Man.
(204) 949-6714
Bilingual Interpreter Service
(204) 949-6715

New Brunswick

Customs Building
P.O. Box 6640, Station A
Saint John, N.B.
E2L 4G3
(506) 648-4904

Newfoundland

Sir Humphrey Gilbert Building
165 Duckworth Street
P.O. Box 6086
Saint John's, Nfld.
A1C 5W4
(709) 772-5544

Nova Scotia

Atlantic Regional Office
2nd Floor
6169 Quinpool Road
P.O. Box 3080
South Postal Station
Halifax, N.S.
B3J 3G6
(902) 426-2661

Import (cont'd.)

REVENUE CANADA — CUSTOMS (cont'd.)

Ontario

Head Office
Connaught Building
2nd Floor
Mackenzie Avenue
Ottawa, Ont.
K1A 0L5
(613) 957-0275

55 Bloor Street West
P.O. Box 10, Station A
Toronto, Ont.
M5W 1A3
(416) 973-8022

185 Ouellette Avenue
Windsor, Ont.
N9A 4H8
(519) 254-9202

Federal Building
10th Floor
451 Talbot Street
P.O. Box 5940, Station A
London, Ont.
N6A 4T9
(519) 679-4131

10 John Street South
P.O. Box 989
Hamilton, Ont.
L8N 3V8
(416) 523-2812

Prince Edward Island

Dominion Building
Room 329
97 Queen Street
P.O. Box 1266
Charlottetown, P.E.I.
(902) 566-7277

Quebec

130 Dalhousie Street
P.O. Box 2267, Postal Terminal
Quebec, Que.
G1K 7P6
(418) 648-3708

6th Floor
400 Place d'Youville
Montreal, Que.
H2Y 2C2
(514) 283-2953

Saskatchewan

Towne Square
Room 204
1919 Rose Street
Regina, Sask.
S4P 3P1
(306) 780-6212

Small Business

Q: Is there a central source for information on federal assistance to small business?

A: The Federal Business Development Bank's Business (FBDB) Information Service provides up-to-date information for small businesses.

For further information, contact one of the FBDB offices listed below, or consult your local phone directory for an office near you.

As well, Regional Industrial Expansion (DRIE) Small Business Secretariat offers information on federal and other programs. (See DRIE Offices listed previously.)

FBDB OFFICES**Alberta**

Principle Plaza
Suite 606
10303 Jasper Avenue
Edmonton, Alta.
T5J 3N6
(403) 420-2277
Business Information Centre
(toll-free) 1-800-661-3977

British Columbia

Bank of Canada Building
Room 500
900 West Hastings Street
Vancouver, B.C.
V6C 1E7
(604) 687-1300

Manitoba

Bank of Canada Building
Suite 300
161 Portage Avenue
Winnipeg, Man.
R3B 0Y4
(204) 949-7811

New Brunswick

King's Place Complex
Room 644
440 King Street
P.O. Box 1235
Fredericton, N.B.
E3B 5C8
(506) 452-3030

Small Business (cont'd.)**FBDB OFFICES (cont'd.)****Newfoundland**

Atlantic Place
3rd Floor
P.O. Box 520, Station C
St. John's, Nfld.
A1C 5K4
(709) 772-5505
Business Information Centre
(709) 772-4777

Northwest Territories

Precambrian Building
Ground Floor
5202 Franklin Avenue
P.O. Box 70
Yellowknife, N.W.T.
X1A 2N1
(403) 873-3565

Nova Scotia

Cogswell Tower
Suite 1400
Halifax, N.S.
B3J 2Z7
(902) 426-7860

Ontario

250 University Avenue
Toronto, Ont.
M5H 3E5
(416) 593-1144
280 Albert Street
Ground Floor
Ottawa, Ont.
K1P 5G8
(613) 995-0234

Prince Edward Island

180 Kent Street
P.O. Box 488
Charlottetown, P.E.I.
C1A 7L1
(902) 566-7454
Business Information Centre
(902) 566-7435

Quebec

800 Place Victoria
P.O. Box 335
Tour de la Bourse
Montreal, Que.
H4Z 1K4
(514) 283-5904

Saskatchewan

Bank of Canada Building
Room 320
2220 12th Avenue
Regina, Sask.
S4P 0M8
(306) 780-6478

Yukon Territory

Room 240
204 Lambert Street
Whitehorse, Y.T.
Y1A 1Z4
(403) 668-4030

Q: Who do I contact with a complaint about my cable television company?

A: The Canadian Radio-Television and Telecommunications Commission regulates all aspects of the Canadian broadcasting system including pay and cable television.

For further information, contact one of the offices listed below.

British Columbia

Pacific Centre
Suite 1130
700 West Georgia Street
P.O. Box 10105
Vancouver, B.C.
V7Y 1C6
(604) 666-2111

Manitoba

Kensington Building
275 Portage Avenue
Winnipeg, Man.
R3B 2B3
(204) 949-6306

Nova Scotia

Scotia Square
Barrington Tower
Room 428
1894 Barrington Street
Halifax, N.S.
B3J 2A8
(902) 426-7997

Quebec

Terrasses de la Chaudière
Central Building
1 Promenade du Portage
Hull, Que.
(Mail: Ottawa, Ont. K1A 0N2)
(819) 997-0313
Telecommunications Device for the
Deaf (TDD)
(819) 994-0423
Guy Favreau Complex
East Tower, Suite 602
200 Dorchester Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-6607

Q: Where do I get information on Canada Day celebrations?

A: The Secretary of State is responsible for the planning, coordination and implementation of Canada's birthday celebration on Canada Day.

For further information, contact one of the offices below or consult your local phone directory for an office near you.

SECRETARY OF STATE OFFICES

**Alberta and
Northwest Territories**

Harley Court
10045 111th Street
Edmonton, Alta.
T5K 2M5
(403) 420-3350

British Columbia

Room 207
1525 West 8th Avenue
Vancouver, B.C.
V6J 1T5
(604) 666-0176

Manitoba

Canadian Grain Commission
Building
Room 201
303 Main Street
Winnipeg, Man.
R3C 3G7
(204) 949-3601

**New Brunswick and
Prince Edward Island**

Room 504
860 Main Street
Moncton, N.B.
E1C 1G2
(506) 857-7066

Newfoundland

Atlantic Place
8th Floor
215 Water Street
P.O. Box 75
St. John's, Nfld.
A1C 6C9
(709) 772-5566

Northwest Territories

Scotia Centre
Room 202
5102 Franklin Avenue
Yellowknife, N.W.T.
X1A 2N5
(403) 920-8270

Nova Scotia

5281 Duke Street
Halifax, N.S.
(902) 426-6330

Ontario

Site 200
25 Saint Clair Avenue East
Toronto, Ont.
M4T 1M2
(416) 973-7541

SECRETARY OF STATE OFFICES (cont'd.)

Quebec

Head Office
Jules Léger Building
15 Eddy Street
Hull, Que.
(mail: Ottawa, Ont. K1A 0M5)
(819) 994-1844

Guy Favreau Complex
West Tower, 10th Floor
200 Dorchester Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-5850

Saskatchewan

Financial Building
Room 505
230 22nd Street East
Regina, Sask.
S7K 0E9
(306) 975-4146

Yukon Territory

Federal Building
Room 240
208 Main Street
Whitehorse, Y.T.
(403) 668-2721

CANADA LABOUR CODE

Q: Where can I get an interpretation concerning the Canada Labour Code?

A: Labour Canada provides information and interpretation of the Canada Labour Code, regarding companies that fall under federal jurisdiction. All other enquiries should be directed to the provincial/territorial governments.

For federal information, contact one of the offices listed below or consult your local phone directory for an office near you.

LABOUR CANADA OFFICES

Alberta

Energy Square
3rd Floor
10109 106th Street
Edmonton, Alta.
T5J 3L7
(403) 420-2993

British Columbia

Centennial Building
7th Floor
750 Cambie Street
Vancouver, B.C.
V6B 2P2
(604) 666-0656

LABOUR CANADA OFFICES (cont'd.)

Manitoba

Canadian Grain Commission
Building
Room 400
303 Main Street
Winnipeg, Man.
R3C 3G7
(204) 949-6375

New Brunswick

Professional Arts Building
4th Floor
100 Arden Street
P.O. Box 2967, Station A
Moncton, N.B.
E1C 8T8
(506) 857-6640

Newfoundland

Sir Humphrey Gilbert Building
Room 626
165 Duckworth Street
P.O. Box 5278
St. John's, Nfld.
(709) 772-5022

Nova Scotia

Suite 300
6009 Quinpool Road
P.O. Box 8628
Halifax, N.S.
B3K 5M3
(902) 426-3833

Ontario

Federal Building
Suite 325
4211 Yonge Street
Willowdale, Ont.
M2P 2A9
(416) 224-3850

Quebec

Head Office
Place du Portage, Phase II
165 Hotel-de-Ville Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0J2)
(819) 997-2617
Guy Favreau Complex
West Tower, Suite 101
200 Dorchester Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-7456

Saskatchewan

Financial Building
Room 208
2101 Scarth Street
Regina, Sask.
S4P 2H9
(306) 780-5408

Yukon Territory

Bag 2737
Whitehorse, Y.T.
Y1A 3V5

Q: I'd like some information on Canada Savings Bonds.

A: The Bank of Canada provides services to the public related to Canada Savings Bonds. This includes change of addresses, loss of bonds, non-receipt of interest payment etc. Specific or detailed inquiries should be directed to:

Bank of Canada
234 Wellington Street
Ottawa, Ont.
K1A 0G9
(613) 782-8111

For further information, contact one of the agencies listed below.

BANK OF CANADA AGENCIES

Alberta

404 6th Avenue SW
P.O. Box 98
Calgary, Alta.
T2P 2H4
(403) 261-0080

British Columbia

Bank of Canada Building
900 West Hastings Street
Vancouver, B.C.
V6C 1E6
(604) 683-8631

Manitoba

161 Portage Avenue
Winnipeg, Man.
R3B 0Y4
(204) 949-5530

New Brunswick

75 Prince William Street
P.O. Box 6086, Station A
St. John, N.B.
E2L 4R5
(506) 634-3400

Nova Scotia

1583 Hollis Street
P.O. Box 127
Halifax, N.S.
B3J 2M5
(902) 422-8563

Ontario

250 University Avenue
P.O. Box 550, Terminal A
Toronto, Ont.
M5W 3E5
(416) 593-2143

Quebec

901 Victoria Square
Montreal, Que.
H2Z 1R2
(514) 866-4561

Saskatchewan

2220 12th Avenue
P.O. Box 1065
Regina, Sask.
S4P 3B3
(306) 352-2654

Q: Where can I get information about child car seats?

A: Transport Canada's Road Safety Directorate is responsible for safety standards affecting motor vehicle child restraints. The Directorate also responds to complaints concerning the safety of restraints.

For further information contact the office listed below.

Transport Canada
Road Safety Directorate
Place de Ville
Tower C, 21st Floor
330 Sparks Street
Ottawa, Ont.
K1A 0N5

Standards (613) 998-1956
Complaints (613) 993-9851

CHARITABLE DONATIONS

Q: How do I find out if my donation to a charity is tax deductible?

A: Revenue Canada Taxation's Charitable Organizations section answers taxpayers questions about registered charities. If a charity is registered with them then your donation is tax deductible.

For further information call (toll-free) 1-800-267-2384 or in B.C. 112-800-267-2384.

Q: Who do I contact to become a Canadian Citizen?

A: Citizenship is administered by the Secretary of State through its Court of Canadian Citizenship Offices.

For further information contact one of the following Secretary of State offices or consult your local phone directory for an office near you.

**Alberta and
Northwest Territories**

Harley Court
Main Floor
10045 11th Street
Edmonton, Alta.
T5K 1K4
(403) 420-3355

Southern Alberta
Harry Hays Building
Room 254
220 4th Avenue SE
P.O. Box 2498, Station M
Calgary, Alta.
T2P 3C1
(403) 292-5539

British Columbia

200 757 West Hastings Street
Vancouver, B.C.
V6C 1A1
(604) 666-2315

Manitoba

(toll-free) 1-800-782-0107
(local) Winnipeg 949-3792

New Brunswick

Room 503
860 Main Street
Moncton, N.B.
E1C 1G2
(506) 857-7050

Newfoundland

Atlantic Place
8th Floor
215 Water Street
P.O. Box 75
St. John's Nfld.
A1C 6C9
(709) 772-5521

Nova Scotia

(toll-free) 1-426-6227
(local) Halifax 426-2148

Ontario & Quebec

(toll-free) area codes 418,
514, 819 — 1-800-361-2674
(local) Montreal 283-6679
283-6817
283-6835

(local) Quebec 648-3831
(local) Ottawa/Hull 992-4485

55 St. Clair Avenue East
Toronto, Ont.

M4T 1N5
(416) 973-6424

Suite 217
200 Town Centre Court
Scarborough, Ont.
M1P 4X8
(416) 973-4501

SECRETARY OF STATE OFFICES (cont'd.)

Saskatchewan

Room 200
2101 Scarth Street
Regina, Sask.
S4P 2H9
(306) 780-5540

COINS — CANADIAN

Q: Where can I get information about purchasing Canadian coins?

A: Collector coins are available from the Royal Canadian Mint.
For further information, call from anywhere in Canada — toll free 1-800-267-1871, (local) Ottawa 993-3500.

COPYRIGHT

Q: Who can I speak to about copyright for a recording/book/song/play/painting etc. . . ?

A: Consumer and Corporate Affairs' Copyright and Industrial Design Branch administers the Copyright Act which provides for the voluntary registration of copyright for original artistic, dramatic, literary or musical works.

For further information, contact one of the offices listed on the following page.

CONSUMER AND CORPORATE AFFAIRS OFFICES**British Columbia**

Room 1400
800 Burrard Street
Vancouver, B.C.
V6Z 2HB
(604) 666-5000

Manitoba

Room 201
260 St. Mary Avenue
Winnipeg, Man.
R3C 0M6
(204) 949-3227

Nova Scotia

Queen Square
17th Floor
45 Alderney Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6099

Ontario

Room 701
25 St. Clair East
Toronto, Ont.
M4T 1M2
(416) 973-3710

Quebec

Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(mail: Ottawa, Ont. K1A 0C9)
(819) 997-3284
997-1726
997-1725

Saskatchewan

2212 Scarth Street
Regina, Sask.
S4P 2J6
(306) 780-5391

CUSTOMS

(See also **BUSINESS — IMPORT**)

Q: Where can I get information on duty rates?

A: Information is available on tariff classification and on rates of customs duty payable on imported foreign goods from Revenue Canada Customs and Excise through their customs office.

Q: I am going on holiday overseas and want to know how much I can spend on goods to bring back into Canada.

A: Contact your local Revenue Canada Customs And Excise, Customs Office. The publication "I Declare" is available. It outlines what may be brought back into Canada.

For further information, contact one of the customs offices listed below or check your local phone directory for an office near you.

REVENUE CANADA — CUSTOMS

Alberta

Edmonton 420-3400
Calgary 292-4660
(toll-free) 1-800-472-9719

British Columbia

Customs Building
1001 West Pender Street
Vancouver, B.C.
V6E 2M8
(604) 666-0545

Manitoba

Winnipeg Airport
200 Wellington Avenue
Winnipeg, Man.
(204) 949-6714
Bilingual Interpreter Service
(204) 949-6715
Cargo Terminal
(204) 949-7310
Tourist Inquiries (204) 949-6004

New Brunswick

Customs Building
P.O. Box 6640, Station A
Saint John, N.B.
E2L 4G3
(506) 648-4904

Newfoundland

Sir Humphrey Gilbert Building
165 Duckworth Street
P.O. Box 6086
Saint John's, Nfld.
A1C 5W4
(709) 772-5544

Northwest Territories

Post Office Building
2nd Floor
Yellowknife, N.W.T.
X1A 2N7
(403) 920-2446

Nova Scotia

Atlantic Regional Office
2nd Floor
6169 Quinpool Road
P.O. Box 3080
South Postal Station
Halifax, N.S.
B3J 3G6
(902) 426-2661

REVENUE CANADA — CUSTOMS (cont'd.)**Ontario**

Head Office

2nd Floor

Connaught Building

Mackenzie Avenue

Ottawa, Ont.

K1A 0L5

(613) 957-0275

55 Bloor Street West

P.O. Box 10, Station A

Toronto, Ont.

M5W 1A3

(416) 973-8022

185 Ouellette Avenue

Windsor, Ont.

N9A 4H8

(519) 254-9202

Federal Building

10th Floor

451 Talbot Street

P.O. Box 5940, Station A

London, Ont.

N6A 4T9

(519) 679-4131

10 John Street South

P.O. Box 989

Hamilton, Ont.

L8N 3V8

(416) 572-2318

Prince Edward Island

Dominion Building

Room 329

97 Queen Street

P.O. Box 1266

Charlottetown, P.E.I.

(902) 566-7277

Quebec

130 Dalhousie Street

P.O. Box 2267, Postal Terminal

Quebec, Que.

G1K 7P6

(418) 648-3708

6th Floor

400 Place d'Youville

Montreal, Que.

H2Y 2C2

(514) 283-2953

Saskatchewan

Room 204

Towne Square

1919 Rose Street

Regina, Sask.

S4P 3P1

(306) 780-6212

Yukon Territory

Federal Building

P.O. Box 4520

Whitehorse, Y.T.

Y1A 2R8

(403) 667-6472

Q: I'm going to the USA for a holiday, what goods can I take through customs without paying duty?

A: The taking of goods into a foreign country must be checked with the customs office of the country you are visiting. Contact the embassy or consulate of the country you are visiting.

Revenue Canada, Customs and Excise is responsible for goods being brought into Canada.

DAYCARE

Q: Where can I get information/publications on daycare?

A: You can get information and publications on daycare from:

Health and Welfare Canada
National Daycare Information Centre
612 Brooke Claxton Building
Tunney's Pasture
Ottawa, Ont.
K1A 1B5
(613) 990-8630

Q: Who administers duty-free shops?

A: Revenue Canada Customs and Excise, Customs is responsible for the location and regulation of land-border duty-free shops.

For further information, contact the office listed below:

Revenue Canada Customs and Excise
Duty-free Shop Program
Connaught Building
4th Floor
Ottawa, Ont.
K1A 0L5
(613) 996-2247

ELECTIONS-FEDERAL

Q: Where can I get information about federal elections?

A: You can get information about federal elections from Elections Canada.

For further information, call (toll-free) 1-800-267-2380, (local) Ottawa 993-2975.

Hiring of Staff

Q: I am an employer. Where can I put in a job order to hire staff?

A: Employment and Immigration Canada administers Canada Employment Centres where employers can put in job orders if they are seeking employees.*

Payroll Deductions

Q: I am an employer and require information on payroll deductions for my employees. Who can I contact?

A: Revenue Canada Taxation's district offices provide employer kits explaining the procedures for payroll deduction of income tax, Canada Pension Plan contributions and Unemployment Insurance. Kits also contain the registration form necessary to obtain an employer number.*

Record of Employment Form

Q: Is there someone I can call to help me fill out a Record of Employment form?

A: Canada Employment Centres across the country handle inquiries on how to fill out ROE forms, and also provide blank forms for employers. Contact your nearest Canada Employment Centre and have your employer number handy to order the forms.*

* For further information, concerning the above questions, contact your nearest Canada Employment Centre listed in your local phone directory, or check the toll-free numbers listed under **EMPLOYMENT — CANADA EMPLOYMENT CENTRES**.

Wage Subsidies

Q: Are there programs offering wage subsidies to employers?

A: There are programs through Employment and Immigration which will subsidize the salaries of staff under certain conditions. These programs are normally focussed on youth and the employment disadvantaged.

For further information, concerning the above question, contact your nearest Canada Employment Centre listed in your local phone directory, or check the toll-free numbers listed under EMPLOYMENT — CANADA EMPLOYMENT CENTRES.

EMPLOYMENT

Centres

Q: How do I find the closest Manpower Office?

A: Manpower offices are now called Canada Employment Centres.

For further information, concerning the above question, contact your nearest Canada Employment Centre listed in your local phone directory, or check the toll-free numbers listed under EMPLOYMENT — CANADA EMPLOYMENT CENTRES.

Summer Students

Q: Is there a federal government summer student employment program this year?

A: Each year Employment & Immigration develops a special program for youth employment.

For further information, contact your nearest Canada Employment Centre.

CANADA EMPLOYMENT CENTRES — TOLL-FREE AND CALL COLLECT**Alberta**

Zenith 22105 (Employment)
Zenith 22106 (UIC)
(Edmonton check local phone directory under Employment and Immigration for local numbers)

British Columbia

1-800-232-8379 Campbell River
(local) Campbell River 286-6212
(UIC) 286-3221

1-800-262-2384 Cranbrook area
(local) Cranbrook 489-4101
(UIC) 426-2246

1-800-282-6110 Dawson Creek
(local) Dawson Creek 782-5877

1-800-772-9881 Terrace area
(local) Terrace 635-7134
(UIC) 635-6192

All other points call collect to nearest Employment and Immigration, Canada Employment Centres listed in your local phone directory.

Manitoba

Zenith 10300
(Winnipeg check local phone directory under Employment and Immigration for local numbers).

New Brunswick

1-800-552-5433 Bathurst area
(local) Bathurst 548-7941

1-800-552-5441 Caraquet area
(local) Caraquet 727-3407

1-800-332-3092 Chatham area
(local) Chatham 773-5847

1-800-552-5414 Dalhousie area
(local) Dalhousie 684-3367

1-800-332-3071 Doaktown area
(local) Doaktown 365-7775

1-800-442-4430 Edmundston
(local) Edmundston 735-3358

1-800-442-4910 Fredericton area
(local) Fredericton 452-3650

1-800-442-4431 Grand Falls area
(local) Grand Falls 473-1873

1-800-332-3097 Moncton area
(local) Moncton 857-6686

1-800-332-3071 Newcastle area
(local) Newcastle 622-3421

1-800-442-9788 Plaster Rock area
(local) Plaster Rock 356-2680

1-800-332-3098 Richibucto area
(local) Richibucto 523-4437

1-800-332-3938 Sackville area
(local) Sackville 536-0753

1-800-222-9764 Saint John Area
(local) Saint John 648-4919

1-800-222-9754 St. Stephen area
(local) St. Stephen 466-4507

1-800-222-9618 Sussex area
(local) Sussex 433-4920

1-800-442-9788 Woodstock area
(local) Woodstock 328-3366

CANADA EMPLOYMENT CENTRES (cont'd.)

Newfoundland

Zenith 07038

(local) St. John's 772-4700

Northwest Territories

Call collect to nearest Employment and Immigration, Canada
Employment Centres listed in your local phone directory.

Nova Scotia

Call collect to nearest Employment and Immigration, Canada
Employment Centres listed in your local phone directory.

Ontario

1-800-461-4301 Barrie area

(local) Barrie 728-2468

1-800-461-4047 Espanola area

(local) Espanola 869-4552

1-800-265-5185 Goderich area

(local) Goderich 524-8342

1-800-465-1106 Kenora area

(local) Kenora 468-3301

1-800-461-7657 Lindsay area

(local) Lindsay 324-3562

1-800-265-3595 Listowel area

(local) Listowel 291-2920

1-800-461-9557 North Bay area

(local) North Bay 472-3700

1-800-267-3904 Pembroke area

(local) Pembroke 735-0681

1-800-461-7652 Peterborough

(local) Peterborough 745-0551

1-800-267-8189 Prescott area

(local) Prescott 925-2808

1-800-265-7576 Sarnia area

(local) Sarnia 332-0050

1-800-461-5101 Sault Ste Marie

(local) Sault Ste Marie 245-5101

All other points Zenith 23500

Prince Edward Island

Zenith 07796 Charlottetown area

(local) Charlottetown 566-7781

Zenith 07801 Crapaud area

(local) Crapaud 436-4821

Zenith 07797 Montague area

(local) Montague 838-3315

Zenith 07798 Souris area

(local) Souris 687-3161

Quebec

Call collect to nearest Employment and Immigration, Canada
Employment Centres listed in your local Phone directory.

Saskatchewan

1-800-772-4072 La Ronge area

(local) La Ronge 425-2229

1-800-552-1266 Moose Jaw area

(local) Moose Jaw 693-0555

1-800-772-4890 Prince Albert

(local) Prince Albert 763-2611

1-800-552-8108 Regina area

(local) Regina 780-6130

1-800-772-3033 Saskatoon area

(local) Saskatoon 975-4510

1-800-667-1484 Yorkton area

(local) Yorkton 783-9421

All other points call collect to nearest Employment and Immigration, Canada
Employment Centres listed in your local phone directory.

Yukon Territory

Call collect to Whitehorse
(403) 667-5050

International Exchanges (Youth)

Q: Where can I get information on international exchanges for young people?

A: Employment and Immigration Canada offers practical, career-related work abroad for young workers through its International Student Exchange Program.

For further information, contact the *Youth Consultant* at regional Employment and Immigration offices.

EMPLOYMENT & IMMIGRATION REGIONAL OFFICES

Alberta and Northwest Territories

5th Floor
9925 109th Street
Edmonton, Alta.
T5K 2J8
(403) 420-2431

British Columbia

Royal Centre
8th Floor
1055 West Georgia Street
Vancouver, B.C.
V6E 2P8
(604) 666-6328

Manitoba

Eaton Place
Room 710
33 Graham Avenue
Winnipeg, Man.
R3C 4B9
(204) 949-3928

New Brunswick

565 Priestman Street
P.O. Box 2600
Fredericton, N.B.
E3B 5V6
(506) 452-3714

Newfoundland

167 Kenmount Road
P.O. Box 12051
St. John's, Nfld.
A1B 3P3
(709) 772-4700

Nova Scotia

1888 Brunswick Street
P.O. Box 2463
Halifax, N.S.
B3J 3E4
(902) 426-8306

Ontario

Suite 700
4900 Yonge Street
Willowdale, Ont.
M2N 6A8
(416) 224-4888

Prince Edward Island

199 Grafton Street
P.O. Box 8000
Charlottetown, P.E.I.
C1A 8K1
(902) 566-7650

International Exchanges (Youth) (cont'd.)

EMPLOYMENT & IMMIGRATION REGIONAL OFFICES (cont'd.)

Quebec

Head Office
Youth Employment Directorate
Place du Portage, Phase IV,
5th Floor
Hull, Que.
(Mail: Ottawa, Ont. K1A 0J9)
(819) 994-6313
9th Floor
1441 Saint-Urbain Street
P.O. Box 7500, Station A
Montréal, Que.
H3C 3L4
(514) 283-4609

Saskatchewan

Financial Building
Room 600
2101 Scarth Street
Regina, Sask.
S4P 2H9
Service in English (306) 780-6255
Service in French (306) 780-6755

Foreign Service

Q: I am interested in being employed in Canada's foreign service; who do I contact?

A: The Public Service Commission holds competitions most years in university cities, generally in the fall, for graduates interested in foreign service work for the Department of External Affairs.

For further information, contact the Public Service Commission regional or district offices, as well as Canada Employment Centres on Campus.

Federal Government

Q: How do I apply for a job with the Federal government?

A: Outside of Ottawa/Hull inquiries for professional and administrative positions should be directed to the Public Service Commission. Inquiries for support staff (i.e. secretaries, clerks, etc.) and operational staff (i.e. trades) should be directed to Canada Employment Centres. (See toll-free numbers for Canada Employment Centres listed previously in this section or consult your local phone directory for an office near you).

In Ottawa/Hull, inquiries for ALL employment with the federal government should be directed to the Ottawa office listed on the following page.

REGIONAL PUBLIC SERVICE COMMISSION OFFICES

Alberta

Capital Place
2nd Floor
9707 110th Street
Edmonton, Alta.
T5K 2L9
(403) 420-3144

British Columbia

Pacific Centre
5th Floor
757 West Hastings Street
Vancouver, B.C.
V6C 3G4
(604) 666-0350

Manitoba

Revenue Canada Building
Suite 400
391 York Ave
Winnipeg, Man.
R3C 4G8
(204) 949-2486

New Brunswick

Central & Eastern Trust Building
Suite 603
860 Main Street
Moncton, N.B.
E1C 8M1
(506) 857-6616

Newfoundland

Government of Canada Building
2nd Floor
354 Water Street
St. John's, Nfld.
A1C 1C4
(709) 772-4812

Northwest Territories

Precambrian Building
9th Floor
4922 52nd Street
P.O. Box 2730
Yellowknife, N.W.T.
X1A 2R1
(403) 873-3525

Federal Government (cont'd.)**REGIONAL PUBLIC SERVICE COMMISSION OFFICES (cont'd.)****Nova Scotia**

7th Floor
1888 Brunswick Street
Halifax, N.S.
(902) 426-2990

Ontario

Head Office
Esplanade Laurier
West Tower, 6th Floor
300 Laurier West
Ottawa, Ont.
K1A 0M7
(613) 996-5010

Suite 1100
180 Dundas Street
Toronto, Ontario
M5G 2A8
(416) 369-3122

Prince Edward Island

Confederation Court Mall
Suite 302
134 Kent Street
Charlottetown, P.E.I.
C1A 8R8
(902) 566-7030

Quebec

Guy Favreau Complex
West Tower, 8th Floor
200 Dorchester Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-5776

Saskatchewan

Canadian Imperial Bank of
Commerce Building
Room 1010
1867 Hamilton Street
Regina, Sask.
S4P 2C2
(306) 780-5720

Yukon Territory

Yukon Centre
Suite 200
4114 4th Ave
Whitehorse, Y.T.
(403) 668-4487

International (CIDA)

Q: I'm looking for employment in the field of international development.

A: Write or phone the Canadian International Development Agency (CIDA) and request its publication *Signposts* which describes the types of work, requirements and application procedures for work, with CIDA and its associated agencies and organizations.

Canadian International Development Agency (CIDA)
Public Affairs Branch
Place du Centre
200 Promenade du Portage
Hull, Que.
(Mail: Ottawa, Ont. K1A 0G4)
(819) 997-5006

Q: How can I find out if an animal is an endangered species?

A: Environment Canada, through its Canadian Wildlife Service provides information on endangered species.

For further information, contact one of the offices listed below or consult your local phone directory for an office near you.

CANADIAN WILDLIFE SERVICE OFFICES

Alberta

Western & Northern Regional
Office
Twin Atria Building
2nd Floor
4999, 98th Avenue
Edmonton, Alta.
T6B 2X3
(403) 420-2525

British Columbia

5421 Robertson Road
P.O. Box 340
Delta, B.C.
V4K 3Y3
(604) 946-8540

New Brunswick

Atlantic Regional Office
31 West Main Street
P.O. Box 1590
Sackville, N.B.
EOA 3C0
(506) 536-3025

Quebec

Quebec Regional Office
1141 Route de l'Église
P.O. Box 10100,
Sainte Foy, Que.
G1V 4H5
(418) 648-3914
Head Office
Place Vincent Massey
17th Floor
351 Saint-Joseph Boulevard
Hull, Que.
(Mail: Ottawa, Ont.)
K1A 0E7
(819) 997-1095

Homes

Q: I have seen newspaper ads about R-2000 homes. Who is responsible for their construction and specifications?

A: The Department of Energy, Mines and Resources developed the R-2000 program in cooperation with the Canadian Home Builders' Association. The Super Energy-Efficient Home Program will provide a total of \$50 million to encourage the construction of up to 20,000 R-2000 homes across the country over a seven year period (1984-85 to 1990-91).

For further information, contact one of the offices listed below.

Alberta

(toll-free) 1-800-222-6477
(local) 420-4035 Edmonton

British Columbia

(toll-free) 1-800-663-1280
(local) 666-5949 Vancouver

Manitoba

(toll-free) 1-800-782-8471
(local) 949-4266 Winnipeg

New Brunswick

(toll-free) 1-800-332-3908
(local) 857-6072 Moncton

Newfoundland

Zenith 07792
(local) 722-5353 St. John's

Northwest Territories

Zenith 06068
(local) 920-8475 Yellowknife

Nova Scotia

(toll-free) 1-426-8600
(local) 426-8600 Halifax

Ontario

(toll-free) 1-800-387-0733
(local) 973-8480 Toronto
(local) 995-1118 Ottawa

Prince Edward Island

(toll-free) 1-566-7373
(local) 566-7373 Charlottetown

Quebec

(toll-free) 1-800-361-2671
(local) 283-5632 Montreal

Saskatchewan

(toll-free) 1-800-667-9719
(local) 975-4532 Saskatoon

Yukon Territory

Zenith 06068
(local) 668-2828 Whitehorse

ENERGY CONSERVATION

Citizen's Guide

(See also **HOUSING**)

Homes (cont'd.)

Q: Where can I get information on energy conservation in the home?

A: Energy Mines and Resources Canada, Conservation and Renewable Energy Office has a telephone advisory service called the Heatline, which responds over the phone and through the provision of publications, to public inquiries concerning home energy conservation.

For further information, contact: (toll-free) 1-800-267-9563, (throughout Canada except Alberta), and in Alberta contact: (toll-free) 1-800-222-6477, (local) 420-4035 Edmonton.

Vehicle Fuel Economy

Q: I am buying a new vehicle and am trying to find out about fuel economy. I have heard about a guide but I have no idea who publishes it.

A: The *Fuel Consumption Guide*, which is published by the Road Safety Directorate of Transport Canada, shows the fuel rating of new vehicles sold in Canada. The directorate also responds to questions and complaints about fuel economy.

For further information, contact the office listed below.

Transport Canada
Road Safety Directorate
Transport Canada Building
Place de Ville
Tower C, 21st Floor
330 Sparks Street
Ottawa, Ont.
K1A 0N3
(613) 993-4981

Vehicle Fuel Economy (cont'd.)

Energy Mines and Resources, also produces a guide the *Car Economy Book* which gives information on how to buy, drive and maintain your car to save money and energy.

For further information, call (toll-free) 1-800-267-9563 (throughout Canada except Alberta) and in Alberta 1-800-222-6477, (local) Edmonton 420-4035.

**FAMILY ALLOWANCE
(BABY BONUS)**

Q: I need information on Family Allowance, who do I contact?

A: All applications, changes of address and questions should be directed to the Income Security Program administered by Health and Welfare Canada.

For further information, please consult your local phone directory under Government of Canada listings, Health and Welfare Canada, Income Security Programs, to find the office near you.

There are over 60 Health and Welfare Income Security Offices across Canada. For further information, please consult your local phone directory under Government of Canada listings, Health and Welfare Canada, Income Security Programs.

FAMILY TREE

Q: Is there anything federally to assist me in tracing my Canadian family tree?

A: Public Archives Canada has a publication containing information on how you may go about researching your Canadian roots.

For further information and a copy of "Tracing Your Ancestors in Canada", write to:

Public Archives Canada
395 Wellington Street
Ottawa, Ont.
K1A 0N3
General Inquiries: (613) 995-7611
Reference and Research:
(613) 992-2669

FARMING/FARMERS

(See also GAS TAX REBATE)

Q: I am a farmer and understand the government can help me with a mortgage.

A: Farm Credit Corporation Canada makes long-term mortgage loans available to Canadian farmers for the development of viable family farm units.

For further information, contact one of the offices listed below, or check your local phone directory for an office near you.

FARM CREDIT CORPORATION OFFICES

Alberta

Continental Bank Building
Room 1550
10250 101st Street
Edmonton, Alta.
T5J 3P4
(403) 420-4488

British Columbia

Room 200
595 KLO Road
Kelowna, B.C.
V1Y 8E7
(604) 762-2416

Manitoba

Room 400
5 Donald Street
Winnipeg, Man.
R3L 2T4
(204) 949-4039

New Brunswick

Boulevard Plaza, Phase I
2nd Floor
1133 St. George Boulevard
Moncton, N.B.
E1E 4E1
(506) 857-6595

FARM CREDIT CORPORATION OFFICES (cont'd.)

Ontario

Head Office
434 Queen Street
P.O. Box 2314, Station D
Ottawa, Ont.
K1P 6J9
(613) 996-6606
105 Silvercreek Parkway North
Guelph, Ont.
N1H 7G7
(519) 821-1330

Quebec

Champlain Building
Suite 2000
2700 Laurier Boulevard
P.O. Box 3600
Sainte-Foy, Que.
G1V 4C7
(418) 648-3993

Saskatchewan

South Broad Plaza
Room 500
2045 Broad Street
Regina, Sask.
S4P 2B7
(306) 780-5610

Q: Who provides financial assistance to farmers for construction of new farm buildings?

A: The Farm Improvement Loan Directorate of Agriculture Canada guarantees loans made by chartered banks to farmers for such purposes, as well as for purchasing and repairing equipment, purchasing livestock or additional land.

For further information, contact:

Agriculture Canada
Farm Improvement Loan
Administration
Sir John Carling Building
Room 363
930 Carling Avenue
Ottawa, Ont.
(613) 995-9554

(See also **GAS TAX REBATE**)

Q: I have heard there is assistance available for digging a well or a dugout on my farm. Who would have more information on this?

A: The water development planning section of Prairie Farm Rehabilitation Administration (PFRA) provides technical and financial assistance for water development projects.

For further information, contact the nearest Soil and Water Conservation Office, or one of the following offices.

Alberta

Alberta Affairs Office
10179 105th Street
4th Floor
Edmonton, Alta.
T5J 1E2
(403) 420-3307

Saskatchewan

Motherwell Building
2nd Floor
1901 Victoria Avenue
Regina, Sask.
S4P 0R5
(306) 480-5106

Manitoba

Manitoba Affairs Office
Century Plaza Complex
Room 401
1 Wesley Avenue
Winnipeg, Man.
R3C 4C6
(204) 949-3107

Q: Who provides financial assistance to farmers who for financial reasons must cease farming and find other employment?

A: Employment and Immigration Canada in collaboration with Agriculture Canada administers the Canadian Rural Transition Program. This program provides funding, job counselling and training opportunities to assist farm families in making a transition from farming to alternative employment.

For further information contact your nearest Canada Employment Centre (see toll-free numbers under EMPLOYMENT — Canada Employment Centres) or check your local phone directory for an office near you.

FEDERAL BUILDINGS

Q: Who do I contact about renting space in a federally owned building?

A: Public Works Canada is responsible for the management of federal real estate properties. The general public cannot rent office space in federal buildings, however, retail space is available in some centres.

For further information, contact one of the following offices, or check your local phone directory for an office near you.

Alberta

4th Floor
9925 109th Street
Edmonton, Alta.
T5K 2J8
(403) 420-3175

British Columbia

1166 Alberni Street
Vancouver, B.C.
V6E 3W5
(604) 666-3103

Manitoba

Federal Building
Room 201
269 Main Street
Winnipeg, Man.
R3C 1B2
(204) 949-3731

New Brunswick

633 Queen Street
Fredericton, N.B.
E3B 1C3
(506) 452-3397

Newfoundland

Building 301
Pleasantville
P.O. Box 4600
St. John's, Nfld.
A1C 5T2
(709) 772-4361

Northwest Territories

5013 51st Street
P.O. Box 518
Yellowknife, N.W.T.
X1A 2N4

Nova Scotia

1505 Barrington Street
P.O. Box 2247
Halifax, N.S.
B3J 3C9
(902) 426-2687

Ontario

Head Office
Sir Charles Tupper Building
Confederation Heights
Ottawa, Ont.
K1A 0M2
(613) 998-9564
Government of Canada Building
4900 Yonge Street
Willowdale, Ont.
M2N 6A6
(416) 224-4361

Quebec

Guy Favreau Complex
East Tower, Suite 702-14
200 Dorchester Boulevard
H2Z 1X4
(514) 283-6565
or 283-4950

Saskatchewan

Motherwell Building
11th Floor
1901 Victoria Avenue
Regina, Sask.
S4P 3R4
(306) 780-5028

Yukon Territory

201 Range Road
Whitehorse, Y.T.
Y1A 3A4
(403) 668-2181

FERRY SERVICES

Q: I want information on government ferry services. Who do I contact?

A: CN Marine operates this service in the Atlantic provinces. For further information, call (toll-free) in Atlantic provinces only 1-800-565-9470.

Q: Who inspects fish products imported and exported to/from the province/country?

A: All fish inspection activities from harvesting through processing and retailing are carried out by the Fish Inspection Branch of Fisheries and Oceans. Health and Welfare Canada and Consumer and Corporate Affairs also offer services in regard to labelling, weight, additives and preservatives.

For further information, contact one of the offices listed below or check your local phone directory for an office near you.

Q: Does the federal government offer an insurance plan for fishermen?

A: Fisheries and Oceans' Fishing Vessel Insurance plan makes insurance available to fishermen whose vessels have an assessed value of over \$1,000 and are engaged in commercial fishing.

For further information, contact one of the offices listed below.

FISHERIES AND OCEANS — REGIONAL OFFICES

British Columbia

1090 West Pender Street
Vancouver, B.C.
V6E 2P1
(604) 666-3545

Manitoba

501 University Crescent
Winnipeg, Man.
R3T 2N6
(204) 949-5000

New Brunswick

P.O. Box 5030
St. Joseph
Moncton, N.B.
E1C 9B6
(506) 758-9044

(See also **MAPS/CHARTS**)

FISHERIES AND OCEANS — REGIONAL OFFICES (cont'd.)

Newfoundland

P.O. Box 5667
St. John's, Nfld.
A1C 5X1
General Inquiries
(709) 772-4545
Fishing Vessel Insurance Plan
(709) 772-4450
Inspection Services
(709) 772-4424

Nova Scotia

1649 Hollis Street
P.O. Box 550
Halifax, N.S.
B3J 2S7
(902) 426-2373

Ontario

Head Office
Centennial Towers
200 Kent Street
Ottawa, Ont.
K1A 0E6
General Inquiries
(613) 993-0600
Fishing Vessel Subsidy Program
(613) 990-0367
Fishing Vessel Insurance Plan
(613) 993-2063
Inspection Services
(613) 993-2924

Quebec

2nd Floor
94 Delhousie Street
Quebec, Que.
G1K 4B8
(418) 648-5713

FITNESS

Q: Is there a government department that administers fitness awards?

A: The Canada Fitness Award Program has been developed by Fitness and Amateur Sport Canada for youths between the ages of 6 and 17. Under the program FASC provides fitness testing materials, awards, crests and certificates.

For further information, contact one of the offices listed below.

Manitoba

Commercial Building
Room 502
169 Pioneer Avenue
Winnipeg, Man.
R3C 0H2
(204) 949-3675

Nova Scotia

Scotia Square
Duke Tower
Suite 1122
Halifax, N.S.
B3J 1P3
(902) 426-3562

Ontario

Fitness and Amateur Sport
Journal Tower South
365 Laurier Avenue West
Ottawa, Ont.
K1A 0X6
(613) 996-4510

Quebec

1001 Pierre-Dupuis Street
Longueuil, Que.
J4K 1A1
(514) 283-4967

FLAG, CANADIAN

Q: Where can I get information on the proper use of the Canadian flag?

A: The Secretary of State advises on the history and proper use of the Canadian flag. Regional Secretary of State offices have information.

For further information, contact the office below.

Secretary of State
State Ceremonial Directorate
15 Eddy Street
Ottawa, Ont.
K1A 0M5
(819) 994-3200
or 994-1616

Q: Where can I make a complaint about a contaminated packaged food?

A: Complaints involving a health hazard in packaged food, drugs, cosmetics and medical devices can be directed to Health and Welfare Canada's Health Protection Branch.

For further information, contact one of the following offices, or check your local phone directory for an office near you.

HEALTH PROTECTION BRANCH OFFICES

Alberta

Commonwealth Building
Room 30
9912-106th Street
Edmonton, Alta.
T5K 1C5
(403) 420-2626

British Columbia

Customs House
Room 601
1001 West Pender Street
Vancouver, B.C.
V6E 2M7
(604) 666-3350

Manitoba

Room 310
269 Main Street
Winnipeg, Man.
R3C 1B2
(204) 949-5490

New Brunswick

Room 517
189 Prince William Street
P.O. Box 6396, Station A
Saint John, N.B.
E2L 2B9
(506) 648-4860

Newfoundland

Sir Humphrey Gilbert Building
4th Floor
165 Duckworth Street
P.O. Box 5115
St. John's, Nfld.
A1C 5V3
(709) 772-5536

Nova Scotia

Ralston Building
5th Floor
1557 Hollis Street
Halifax, N.S.
B3J 1V5
(902) 426-2160

HEALTH PROTECTION BRANCH OFFICES (cont'd.)

Ontario

Head Office
Health Protection Building
Holland Avenue
Tunney's Pasture
Mail: c/o Inquiry Desk
Jeanne Mance Building
7th Floor
Ottawa, Ont.
K1A 1B7
General Inquiries
(613) 990-7546
Food & Drug Inspection
(613) 998-3845
2301 Midland Avenue
Scarborough, Ont.
M1P 4R7
(416) 291-4231

Quebec

1001 Saint-Laurent Street West
Longueuil, Que.
J4K 1C7
(514) 283-5488

Saskatchewan

1855 Smith Street
Room 103
Regina, Sask.
S4P 2N5
(306) 780-5407

FOREIGN INVESTMENT

Q: Who gives information on foreign investment in Canada?

A: Investment Canada encourages and facilitates investment in Canada.

For further information, call (toll-free) 1-800-267-0490 throughout Canada and the US, (local) Ottawa 996-7868.

Q: Who has information on the gas tax rebate for farmers?

A: Revenue Canada Customs and Excise administers the Gas Tax Rebate program for unlicensed, off-road vehicles used by farmers, loggers, fishermen and others.

For further information, contact one of the excise offices listed on this page, or check your local phone directory for an office near you.

Q: Where do I get information about the Gas Tax Rebate for licensed commercial vehicles and permanently handicapped drivers?

A: The Gas Tax Rebate program is administered by Revenue Canada Customs and Excise.

For further information, contact one of the excise offices listed on this page, or check your local phone directory for an office near you.

REVENUE CANADA — EXCISE OFFICES

Alberta

Harry Hays Building
Room 470
220 4th Avenue SE
P.O. Box 2525, Station M
Calgary, Alta.
T2P 3B7
(403) 292-5678

British Columbia

Room 201
4664 Lougheed
Burnaby, B.C.
V5C 6C2
(604) 666-3803

Manitoba

Revenue Canada Building
Room 410
391 York Avenue
P.O. Box 1022
Winnipeg, Man.
(204) 949-4016

New Brunswick

77 Vaughan Harvey Boulevard
P.O. Box 1070
Moncton, N.B.
E1C 8P2
(506) 857-7015

REVENUE CANADA — EXCISE OFFICES (cont'd)

Newfoundland

Sir Humphrey Gilbert Building
5th Floor
165 Duckworth Street
P.O. Box 5500
St. John's, Nfld.
A1C 5W4
(709) 772-5333

Nova Scotia

Atlantic Regional Office
2nd Floor
6169 Quinpool Road
P.O. Box 1658
Halifax, N.S.
B3J 2Z8
(902) 425-2121

Ontario

Room 401
25 St. Clair Avenue East
P.O. Box 100, Station Q
Toronto, Ont.
M4T 2L7
(416) 973-6561
Head Office
Connaught Building
2nd Floor
Mackenzie Avenue
Ottawa, Ont.
K1A 0L5
(613) 957-0275

Dominion Public Building
3rd Floor
457 Richmond Street
P.O. Box 5548, Station A
London, Ont.
N6A 4R3
(519) 679-4145

Quebec

1275 De la Jonquière Street
Quebec, Que.
G1M 3X2
(418) 648-3881
7th Floor
400 Place d'Youville
P.O. Box 6092, Station A
Montreal, Que.
H3C 3H3
(514) 283-6199

Saskatchewan

1955 Smith Street
4th Floor
Regina, Sask.
S4P 2N9
(306) 780-5869

Q: Where can I write to the Governor General?

A: You can write to Her Excellency the Right Hon. Jeanne Sauv  at the following address, free of postage:

Government House
Ottawa, Ont.
K1A 0A1

HOLIDAYS, STATUTORY

Q: What are the federal government statutory holidays?

A: Federal statutory holidays (i.e. when government offices are closed) are:

New Year's Day (January 1)

Good Friday

Easter Monday

Victoria Day (Monday before May 25th)

Canada Day (July 1st)

Labour Day (1st Monday in September)

Thanksgiving Day (2nd Monday in October)

Remembrance Day (November 11th)

Christmas Day (December 25th)

Boxing Day (December 26th)

The eleventh holiday varies from province to province.

Financial Aid

Q: Is there financial assistance available to build non-profit housing?

A: The Canada Mortgage and Housing Corporation makes financial assistance available to support the efforts of community-sponsored groups whose members take responsibility for planning and operating modest housing on their own behalf or for others.

Q: Is there financial assistance available for home renovation?

A: Canada Mortgage and Housing Corporation through the Residential Rehabilitation Assistance Program (RRAP) can help residential property owners bring their properties up to minimum health and safety standards. To qualify one must have a limited income and live in a designated area.

Construction/Standards/Statistics

Q: Are there any publications that deal with housing construction?

A: Canada Mortgage and Housing provides a number of publications on housing construction including metric house building, housing for the elderly and handicapped, housing standards, energy conservation and housing statistics.

For further information, contact one of the offices listed on the following page.

HOUSING

(See also **ENERGY CONSERVATION**)

Construction/Standards/Statistics (cont'd.)

CANADA MORTGAGE AND HOUSING CORPORATION OFFICES

Alberta

Place 123
12315 Stony Plain Road
P.O. Box 1273
Edmonton, Alta.
T5J 2M8
(403) 482-8700

British Columbia and Yukon Territory

Suite 800
1500 West George Street
Vancouver, B.C.
V6G 3A1
(604) 666-2516

Manitoba

870 Portage Avenue
P.O. Box 964
Winnipeg, Man.
R3C 2V2
(204) 949-5600

New Brunswick

Brunswick House
Suite 1200
44 Prince William Street
P.O. Box 7320, Station A
St. John's, N.B.
E2L 4S7
(506) 648-4480

Newfoundland

Prince Charles Building
120 Torbay Road
P.O. Box 9400, Station B
St John's, Nfld.
A1A 3V6
(709) 772-4400

Northwest Territories

Precambrian Building
8th Floor
P.O. Box 2460
Yellowknife, N.W.T.
X1A 2P8
(403) 873-2637

Nova Scotia

Provincial Office
Tower 1, Suite 300
7001 Mumford Road
Halifax, N.S.
B3L 4N8
(902) 426-3530

Ontario

Head Office
Montreal Road
Ottawa, Ont.
K1A 0P7
(613) 748-2000
Publications (613) 748-2609

Atria North
Room E222
2255 Sheppard Avenue East
Willowdale, Ontario
M2J 4Y1
(416) 498-7300

Prince Edward Island

Confederation Court Mall
Suite 200
134 Kent Street
Charlottetown, P.E.I.
C1A 1N2
(902) 566-7336

CANADA MORTGAGE AND HOUSING CORPORATION OFFICES

(cont'd.)

Quebec

Place du Canada
9th Floor
1010 De la Gauchetière Street
Montreal, Que.
H3B 2N2
(514) 283-4464

Yukon Territory

2090 A, 2nd Avenue
Whitehorse, Y.T.
Y1A 1B6
(403) 667-4236

Saskatchewan

Room 300
410 22nd Street East
Saskatoon, Sask.
S7K 5T6
(306) 975-4929

HUMAN RIGHTS

Q: I feel I have been discriminated against in my job and would like to talk to somebody about it.

A: If discrimination is because of pregnancy or childbirth, race, colour, national or ethnic origin, religion, sex, age, marital status, family status, pardoned conviction or disability and if the job is under federal jurisdiction (i.e. a bank, airport crown corporation), contact the Canadian Human Rights Commission. It administers the Human Rights Act. If the job is under provincial jurisdiction (i.e. most other places), contact the provincial Human Rights office.

For further information, contact one of the offices listed on the following page.

CANADIAN HUMAN RIGHTS COMMISSION OFFICES

Alberta and Northwest Territories

Room 401
10506 Jasper Avenue
Edmonton, Alta.
T5J 2W9
(Collect calls accepted)
(403) 420-4040
Visual Ear 420-4108

British Columbia

Suite 600
609 West Hastings Street
Vancouver, B.C.
V6B 4W4
(Collect calls accepted)
(604) 666-2251
Visual Ear 666-3071

Manitoba

Room 718
275 Portage Avenue
Winnipeg, Man.
R3B 2B3
(Collect calls accepted)
(204) 949-2189
Visual Ear 949-2882

Nova Scotia

Halifax Insurance Building
Room 300
5670 Spring Garden Road
P.O. Box 3545
South Postal Station
Halifax, N.S.
B3J 3J2
(Collect calls accepted)
(902) 426-8380
Visual Ear 426-9345

Ontario

Room 915
Martel Building
270 Albert Street
P.O. Box 2052 Station D
Ottawa, Ont.
K1P 5W3
(Collect calls accepted)
(613) 996-0026
Visual Ear 998-5927

Room 623
55 St Clair Avenue East
Toronto, Ont.
M4T 1M2
(Collect calls accepted)
(416) 973-5527
Visual Ear 973-8912

Quebec

Room 330
1253 McGill College Avenue
Montreal, Que.
H3B 2Y5
(Collect calls accepted)
(514) 283-5218
Visual Ear 283-1869

Q: How do I sponsor a relative who wants to immigrate to Canada?

A: Canadian citizens or permanent residents who offer to sponsor a relative must sign a legally binding agreement promising support for a specific period of time.

For further information, contact one of the immigration offices listed below.

EMPLOYMENT AND IMMIGRATION CANADA — IMMIGRATION OFFICES

Alberta

Zenith 22800
(local) Edmonton 420-2100

British Columbia

Call collect
Vancouver 666-2171
(or check local phone directory for nearest office)

Manitoba

Zenith 16400
(local) Winnipeg 949-2043

New Brunswick

Call collect
Fredericton 452-3707
(or check local phone directory for nearest office)

Newfoundland and Labrador

Zenith 07052
(local) St. John's 772-5388

Nova Scotia

Call collect
Halifax 426-2970
(or check local phone directory for nearest office)

Ontario

1-800-265-2138 (Kitchener area)
(local) Kitchener 744-4161
1-800-461-0230 (Orillia area)
(local) Orillia 326-9421
Zenith 11600 All other points

Prince Edward Island

Zenith 07799
(local) Charlottetown 566-7735

Quebec

Call collect
Quebec City 648-3583
Montreal 283-5408
(or check local phone directory for nearest office)

Saskatchewan

Call collect
Regina 780-6190 (English)
780-6484 (French)
Saskatoon 975-4117 (English)
975-5370 (French)
(or check local phone directory for nearest office)

Yukon Territory

Call collect
Whitehorse 667-5010

(See also **CHARITABLE DONATIONS**)

Q: Where can I get information regarding income tax?

A: Revenue Canada — Taxation is responsible for federal income tax inquiries. Toll-free inquiry lines are available across Canada.

THROUGHOUT CANADA

Telecommunications Device for the
Deaf 1-800-665-0354

Alberta

Northern Alberta area
1-800-232-1966

Edmonton (local calls)
– general inquiries 420-3510
– inquiries in French 420-3577
– requests for forms 420-3544
– refund inquiries 420-3500

Southern Alberta area
– general inquiries
1-800-332-1410
– requests for forms
1-800-472-9701
– refund enquiries
1-800-472-9702

Calgary area (local calls)
– general inquiries 292-4101
– requests for forms 292-4225
– refund inquiries 292-4147

British Columbia

Penticton area 1-800-642-8259
(local calls) 493-3616

Vancouver area 1-800-663-9033
(local calls)
– general inquiries 689-5411
– inquiries in French 666-6236
– requests for forms 666-0337
– refund inquiries 689-8671

Victoria area 1-800-742-6108
(local calls)

– general inquiries 388-0121
– refund inquiries 388-0120

Northeastern British Columbia
1-800-663-0451
1-800-661-5620

Other areas 1-800-663-9033

Manitoba

Winnipeg area (local calls)
– general inquiries 949-6350
– inquiries in French 949-6188
– requests for forms 949-3942
– refund inquiries 949-3933

Other areas
– general inquiries
1-800-282-8079
– refund inquiries
1-800-282-8076

New Brunswick

St. John area 1-800-222-9622
Bathurst area 1-800-332-3936
(local calls) 548-4407

Saint John area (local calls)
– general inquiries 648-4600
– requests for forms 648-4618

Newfoundland

Newfoundland area
– general inquiries
1-800-563-2600
– refund inquiries
1-800-563-2650

Newfoundland (cont'd.)

- St. John's area (local calls)
- general inquiries 772-2610
- requests for forms 772-5088
- refund inquiries 772-2610

Northwest Territories

- Northwest Territories area
- 1-800-661-5620

Nova Scotia

- Cape Breton Island residents
- 1-564-7081

Sydney area (local calls)

- general inquiries 564-7080
- inquiries in French 564-7359
- requests for forms 564-7120
- refund inquiries 564-7085

Mainland residents

- general inquiries 1-426-2210
- inquiries in French 1-426-9310
- refund inquiries 1-451-1323

Halifax area (local calls)

- general inquiries 426-2210
- inquiries in French 426-9310
- requests for forms 426-2151
- refund inquiries 451-1370

Ontario

Belleville area

- general inquiries
- 1-800-267-2130
- requests for forms
- 1-800-267-2139
- refund inquiries
- 1-800-267-2165

(local calls)

- general inquiries 962-8611
- requests for forms 962-8619
- refund inquiries 962-7344

Ontario (cont'd.)

Hamilton area

- from Area Code 416
- general inquiries
- 1-800-263-9200
- refund inquiries
- 1-800-263-9205
- from Area Code 519
- general inquiries
- 1-800-263-9210
- refund inquiries
- 1-800-263-9215

(local calls)

- general inquiries 522-8671
- requests for forms 572-2609
- refund inquiries 522-7902

Kingston area 1-800-267-9447

(local calls)

- general inquiries 545-8371
- requests for forms 545-8368
- refund inquiries 545-8385

Kitchener area

- general inquiries
- 1-800-265-2530
- refund inquiries
- 1-800-265-2133

(local calls)

- general inquiries 579-2230
- requests for forms 579-6060
- refund inquiries 745-6868

London area

- general inquiries
- 1-800-265-4900
- refund inquiries
- 1-800-265-1504

(local calls)

- general inquiries 679-4211
- requests for forms 679-4244
- refund inquiries 679-4273

INCOME TAX

(See also **CHARITABLE DONATIONS**)

Ontario (cont'd.)

Ottawa area 1-800-267-4736

from Area Code 819

from Area Code 613

– general inquiries

1-800-267-8440

– refund inquiries

1-800-267-8442

(local calls)

– general inquiries 598-2275

– inquiries in French 598-2298

– requests for forms 598-2300

– refund inquiries 598-2290

St. Catharines area

– general inquiries and requests
for forms 1-800-263-5672

– refund inquiries

1-800-263-7255

(local calls)

– general inquiries and requests
for forms 688-4000

– refund inquiries 688-4006

Sudbury area

– general inquiries

1-800-461-4060

– inquiries in French

1-800-461-6258

– refund inquiries

1-800-461-4066

(local calls)

– general inquiries 675-0581

– inquiries in French 675-0582

– requests for forms 675-0596

– refund inquiries 675-0500

Thunder Bay area

1-800-465-6981

(local calls)

– general inquiries 623-3443

– requests for forms 623-2751

– refund inquiries 623-2346

Toronto area

from Area Code 416

1-800-387-1700

from Area Codes 519 and 705

1-800-387-1710

(local calls)

– general inquiries 869-1500

– inquiries in French 973-3704

– requests for forms 865-9469

– refund inquiries 368-7431

Windsor area 1-800-265-4842

(Essex County only)

(local calls)

– general inquiries 258-8302

Prince Edward Island

Charlottetown area

– refund and general inquiries

1-566-7200

– inquiries in French 1-566-7225

(local calls)

– refund and general inquiries

566-7200

– requests for forms 566-7250

– inquiries in French 566-7225

Quebec

Chicoutimi area

(local calls) 545-8026

Laval area 1-800-361-2808

(local calls)

– general inquiries 283-5300

– requests for forms 335-8658

– refund inquiries 283-4714

Montreal area 1-800-361-2808

(local calls)

– general inquiries 283-5300

– requests for forms 283-5623

– refund inquiries 283-4714

Quebec (cont'd.)

Québec area (local calls)

- general inquiries 648-3180
- requests for forms 648-4083
- refund inquiries 648-4931

Rimouski area

(local calls) 722-3111

Rouyn area

from Area Code 418

1-800-567-6428

from Area Code 819

1-800-567-6403

(local calls)

- general inquiries 764-5171
- requests for forms and refund inquiries 764-5151

Saint-Hubert area

1-800-361-2808

(local calls)

- general inquiries 283-5300
- requests for forms 445-5264
- refund inquiries 283-4714

Sherbrooke area

– general inquiries

1-800-567-6184

– refund inquiries

1-800-567-6186

(local calls)

- general inquiries 565-4888
- requests for forms 821-8565
- refund inquiries 565-4989

Trois-Rivières area

(local calls) 373-2723

from Area Code 418

(to Québec office)

– general inquiries

1-800-463-4421

– refund inquiries

1-800-463-4473

from Area Codes 514, 819

(to Québec office)

– general inquiries

1-800-463-4413

– refund inquiries

1-800-463-4629

from Area Code 819

(calls to Ottawa office)

– general inquiries

1-800-267-4735

– refund inquiries

1-800-267-4736

Saskatchewan

Regina area 1-800-552-8031

(local calls)

– general inquiries 780-6015

– requests for forms 780-6079

– refund inquiries 780-5944

Saskatoon area 1-800-772-8737

(local calls)

– general inquiries 975-4595

– requests for forms 975-4577

– refund inquiries 975-4580

– all inquiries in French 975-4627

Yukon Territory

Yukon Territory area

1-800-663-0451

Q: Where can I get the address of an inmate?

A: Letters for inmates (if the person does not know which institution the inmate is in) should be sent care of the Commissioner of Corrections with a covering note asking the letter to be sent to the inmate. Return address should be on the envelope.

For further information, write to:

Correctional Services Canada
Commissioner of Corrections
340 Laurier Avenue, West
Ottawa, Ont.
K1A 0P9

INSURANCE/TRUST/ LOAN COMPANIES

(see also **BANKS/BANKING**)

Q: Who is in charge of Insurance/Trust/Loan Companies?

A: The Department of Insurance is responsible for the supervision of all federally registered or licensed insurance, investment, trust and loan companies, fraternal benefit societies, co-operatives, credit societies and pension plans subject to the Pension Benefits Standards Act; and provincial insurance, loan and trust companies that are supervised under agreement or arrangements with their home provinces or the Canada Deposit Insurance Corporation.

For further information, contact one of the following Department of Insurance offices.

British Columbia

Room 980
800 Burrard Street
Vancouver, B.C.
V6Z 2G7
(604) 666-5335

Manitoba

Suite 307
155 Carlton Street
Winnipeg, Man.
R3C 3H8
(204) 946-4140

INSURANCE/TRUST/ LOAN COMPANIES

(See also **BANKS/BANKING**)

DEPARTMENT OF INSURANCE OFFICES (cont'd.)

Nova Scotia

The Brewery
Suite 202A
1489 Hollis Street
P.O. Box 1505
Halifax, N.S.
B3J 2Y3
(902) 426-2052

14th Floor
155 University Avenue
Toronto, Ont.
M5H 3B7
(416) 369-2101

Quebec

Guy Favreau Complex
West Tower, Room 909
200 Dorchester Boulevard, West
Montreal, Que.
H2Z 1X4
(514) 283-4836

Ontario

Jackson Building
7th Floor
122 Bank Street
Ottawa, Ont.
K1A 0H2
(613) 996-8587

MAPS/CHARTS

Q: Where can I purchase geographical maps?

A: Through the Geographical Service Division of the Surveys and Mapping Branch of Energy Mines and Resources.*

Q: Where can I purchase Aeronautical charts and maps?

A: Aeronautical charts and maps are available by mail order and at sales counters at Canadian airports or at the Map Sales Centre.

For further information, contact the centre listed below.

Map Sales Centre	K1A 0E4
615 Booth Street	(613) 998-3865
Ottawa, Ont.	

Prepayment is required unless an active account has been established.

* See also the list of Associated Bookstores on page 105.

Q: Where can I purchase navigational charts?

A: Fisheries and Oceans' Canadian Hydrographic Service is responsible for producing charts of navigable coastal waters and navigable lakes and rivers of the interior. The charts are sold to authorized dealers by Fisheries and Oceans' Hydrographic Chart Distribution Service in Ottawa.

For further information, contact the office listed below for the name of a distributor in your area. Call or write to:

1675 Russell Road
P.O. Box 8080
Ottawa, Ont.
K1G 3H6
(613) 998-4931

MEMBERS OF PARLIAMENT

Q: Who is my Federal Member of Parliament?

A: To determine who your M.P. is or what Federal riding you are in call Elections Canada (toll-free) 1-800-267-2380, (local) Ottawa 993-2975.

Q: Do I need to put a stamp on the envelope when I write to an MP?

A: No. You can send a letter to an MP, senator, cabinet minister, or the Prime Minister postage free.

Q: I want to find out if there is a recall on my car/truck.

A: Transport Canada's Road Safety Directorate is responsible for maintaining a motor vehicle recall register. The department is also responsible for developing and enforcing motor vehicle safety and emission standards on motor vehicles manufactured in or commercially imported into Canada.

For further information, contact the office listed below.

Transport Canada
Road Safety Directorate
Place de Ville
Tower C, 21st Floor
330 Sparks Street
Ottawa, Ont.
K1A 0N5
(613) 993-9542

PACKAGING & LABELLING

Q: What is a CA Number and where do I get one?

A: Under the textile Labelling and Advertising Regulations, dealers in Canada may obtain CA Identification Numbers to use on their labels in place of their full names and addresses. CA Numbers are administered by Consumer and Corporate Affairs through their Consumer Products offices.

Q: I will be marketing a new food product and need to know about packaging and labelling requirements.

A: You need to contact the Consumer Products Branch of Consumer and Corporate Affairs.

For further information, contact one of the offices listed below.

Alberta

Oliver Building
10225 100th
Edmonton, Alta.
T5J 0A1
(403) 420-2485

2919 5th Avenue NE
Calgary, Alta.
T2A 6T8
(403) 292-5604

British Columbia

Room 1400
800 Burrard Street
Vancouver, B.C.
V6Z 2H8
(604) 666-5000

Manitoba

260 St. Mary Avenue
Winnipeg, Man.
R3C 0M6
(204) 949-2220
R3C 0M6

Nova Scotia

Queen Square
17th Floor
45 Alderney Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6002

Ontario

5075 Yonge Street
Toronto, Ont.
M2N 6Z6
(416) 224-3950

Quebec

Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0C9)

Textiles, precious metals
Furs pre-package non-food
products (819) 997-1177

Manufactured food
(819) 997-1591

Agriculture Products
(819) 997-4646

Guy Favreau Complex
East Tower, Room 502
200 Dorchester Boulevard, West
Montreal, Que.

H2Z 1X4
(514) 282-5394

Room 400
410 Charest East Boulevard
Quebec, Que.
G1K 8G3
(418) 648-4411

CONSUMER AND CORPORATE AFFAIRS OFFICES (cont'd.)

Saskatchewan

2212 Scarth Street

Regina, Sask.

S4P 2J6

(306) 780-5384

PARDONS

Q: Where do I apply for a pardon?

A: For a pardon of a federal offence you should contact the National Parole Board.

For further information, contact one of the offices listed below.

**British Columbia
and Yukon**

Room 230

4664 Lougheed Highway

Burnaby, B.C.

V5C 5T5

(604) 666-2121

New Brunswick

Atlantic Regional Office

3rd Floor

777 Main Street

Moncton, N.B.

E1C 1E9

(506) 857-6345

Ontario

Head Office

Sir Wilfrid Laurier Building

340 Laurier Avenue, West

Ottawa, Ont.

K1A 0R1

86 Clarence Street

P.O. Box 620

Kingston, Ont.

K7L 4X1

(613) 545-8351

Quebec

Guy Favreau Complex

West Tower, 2nd Floor

200 Dorchester Boulevard, West

Montreal, Que.

H2X 1X4

(514) 283-4584

**Saskatchewan,
Northwest Territories
and Manitoba**

Prairies & N.W.T. Regional Office

6th Floor

Churchill Building

229 4th Avenue

P.O. Box 9210

Saskatoon, Sask.

S7K 3X5

(306) 975-4228

Q: Where can I get information on national parks?

A: Environment Canada, Parks (formerly called Parks Canada) develops, operates and protects national parks in Canada.

For further information concerning fees, camping facilities, fishing licences, etc. can be obtained from one of the regional offices listed below, or consult your local phone directory for an office near you.

Alberta

Room 520
220 4th Avenue South East
P.O. Box 2989, Station M
Calgary, Alta.
T2P 3H8
(403) 292-4440

Manitoba

Room 402
457 Main Street
Winnipeg, Man.
R3B 3E8
(204) 949-2290

Nova Scotia

Historic Properties
Upper Water Street
Halifax, N.S.
B3J 1S9
(902) 426-3457

Ontario

111 Water Street East
Cornwall, Ont.
K6H 6S3
(613) 938-5748

Quebec

Head Office
Terrasses de la Chaudière
10 Wellington Street
Hull, Que.
(Mail: Ottawa, Ont., K1A 1G2)
(819) 997-2800 or 994-2534
3 Buade Street
P.O. Box 6060
Haute Ville
Quebec, Que.
G1R 4V7
(418) 648-4177

Q: How do I arrange to have a tour of the Parliament Buildings?

A: Group tours of the Parliament Buildings are arranged by the Security Branch of the House of Commons.

For further information, write to the following address.

House of Commons
Security Branch
Parliament Buildings
Wellington Street
Ottawa, Ont.
K1A 0A6
(613) 996-0896

PASSPORTS

Q: How and where do I get a passport?

A: Passports are administered by External Affairs. Passport services are available in person or by mail from passport offices throughout Canada. Passport application forms can be obtained from local post offices or travel agencies. Information on acquiring a passport will be on the form. Applications must be delivered by hand to regional passport offices or mailed to the headquarters passport office in Ottawa (address is on the return envelope).

General inquiries regarding all applications forwarded to Ottawa:

(Toll-free) 1-800-567-9615 Throughout Canada (local) Ottawa/Hull 994-3500

For inquiries regarding applications forwarded to a regional Passport office see following page.

General inquiries regarding applications forwarded to a regional office:

Alberta

1-800-567-9615

(local) Edmonton 420-2622

(local) Calgary 292-5171

British Columbia

1-800-663-1656

Zenith 00770 Northern B.C.

(local) Vancouver 666-1221

(local) Victoria 338-0213

Manitoba

1-800-362-3300

(local) Winnipeg 949-2190

New Brunswick,**Nova Scotia and****Prince Edward Island**

1-800-565-7762

1-800-567-9615 (service in

French)

(local) Fredericton 452-3900

(local) Halifax 426-2770

(local) St. John's 772-4616

Northwest Territories

Zenith 00770

Ontario

1-800-387-3000

(local) Hamilton 523-2831

(local) London 679-4366

(local) Ottawa 994-3500

(local) Toronto 973-3251

(local) Windsor 253-3501

Quebec

1-800-361-7699

(local) Montreal 283-2152

(local) Quebec 648-4990

Saskatchewan

1-800-667-9792

(local) Saskatoon 975-5106

Yukon Territory

Zenith 00770

PATENTS

Q: How do I apply for a patent?

A: The Patent Office at Consumer and Corporate Affairs is responsible for issuing patents.

For further information, contact one of the offices listed on the following page.

British Columbia

Room 1400
800 Burrard Street
Vancouver, B.C.
V6Z 2H8
(604) 666-5000

Manitoba

260 St. Mary Avenue
Winnipeg, Man.
R3C 0M6
(204) 949-3227

Nova Scotia

Queen Square
17th Floor
45 Aldernay Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6099

Ontario

Room 701
25 St. Clair East
Toronto, Ont.
M4T 1M2
(416) 973-3710

Quebec

Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0C9)
(819) 997-1936

Saskatchewan

2212 Scarth Street
Regina, Sask.
S4P 2J6
(306) 780-5391

PENSIONS

Income Security Programs

Q: I need some information on:

Canada Pension Plan
Old Age Security
Guaranteed Income Supplement
Spouse's Allowance

A: Health & Welfare Canada's Income Security Program administers the above-referred programs. All questions regarding non-receipt of cheques, change of address, application to receive benefits, how to cancel benefits, etc. should be directed to the nearest Income Security Office. (See note on page 79.)

Income Security Program (cont'd.)

Q: My Guaranteed Income Supplement wasn't included in my Old Age Pension cheque. Why?

A: The Guaranteed Income Supplement must be applied for each year before April. Contact your nearest Health and Welfare Canada, Income Security Office. (See note on next page.)

Q: I need information on my Canada Pension Plan contributions.

A: Contributions to the Canada Pension Plan are administered by Health & Welfare Canada's Income Security Program. A print-out of individual contributions is available to Canadians upon request. (See note on next page.)

Widows/Widowers (Survivors' Benefits)

Q: My spouse who was supporting the family just died. Are we eligible for any pension benefits?

A: As spouse or common-law partner you and/or any dependent children may be eligible for Survivors' Benefits through Health & Welfare Canada's Income Security Programs. Contact an Income Security Program office. (See note on next page.)

Q: Is there somewhere I can appeal my Canada Pension?

A: To appeal a Canada Pension, under Section 83 of the Canada Pension Act, the first contact should be to Health & Welfare Canada, Income Security Programs. (See note on next page.)

Note: *There are over 60 Health and Welfare Income Security Offices across Canada. For further information, please consult your local phone directory under Government of Canada listings, Health & Welfare Canada, Income Security Programs.*

Veterans

Q: Where do I get information on veteran's pensions?

A: Veteran's Affairs Canada administers veteran's pensions through the Canadian Pension Commission.

For further information, contact one of the offices listed below.

Alberta

Baker Centre
8th Floor
10025 106th Street
Edmonton, Alta.
T5J 1G7
(403) 420-4054

British Columbia

Canada Customs House
Room 248
816 Government Street
Victoria, B.C.
V8W 1W9
(604) 388-3167

Manitoba

Room 265
2109 Portage Avenue
Winnipeg, Man.
R3J 0L3
(204) 949-7935

New Brunswick

Old DVA Lancaster Hospital
439 Prince Street West
P.O. Box 1406
Saint John, N.B.
E2L 4J7
(506) 648-4435

Newfoundland

Veteran's Pavilion
Leonard Miller Centre
P.O. Box 5068
St. John's, Nfld.
A1C 5V4
(709) 772-2394

Nova Scotia

Young Tower
10th Floor
6080 Young Street
P.O. Box 8063
Halifax, N.S.
B3K 5L8
(902) 426-7991

Veterans (cont'd.)

Ontario

Billings Bridge Plaza
SBI Building
10th Floor
2323 Riverside Drive
(Mail: New Terminal
Post Office
P.O. Box 8476
Ottawa, Ont.
K1G 3H9)
(613) 998-9140

Sunnybrook Medical Centre
K Wing
2075 Bayview Avenue
P.O. Box 799, Station K
Toronto, Ont.
M4P 2H2
(416) 484-5620

Prince Edward Island

Head Office
Daniel J. MacDonald Building
2nd Floor
161 Grafton Street
P.O. Box 9900
Charlottetown, P.E.I.
C1A 8V6
(902) 566-8869

Quebec

Place Laurier
Tour Champlain
6th Floor
2700 Laurier Boulevard
Sainte-Foy, Que.
G1V 4K5
(418) 648-4966

Saskatchewan

Room 400
2055 Albert Street
Regina, Sask.
S4P 2T8
(306) 780-5235

Superannuation

Q: I was a public servant and want the number to call for my pension. Who can I call?

A: The Department of Supply and Services maintains the public service payroll and superannuation systems on behalf of government departments and agencies.

Call (toll-free) 1-800-561-7930 throughout Canada, (local) Moncton/Shediac 532-1700.

Armed Forces

Q: I am a retired military person and need information regarding my pension.

A: Supply and Services Canada's Canadian Forces Pension office answers inquiries concerning pensions for former members of the Armed Forces.

Call (toll-free) 1-800-267-0350, (local) (613) 996-4577.

Information concerning the entitlement of pensions or the amount should be directed to:

Pay Services
Department of National Defence
101 Colonel By Drive
Ottawa, Ont.
K1A 0K2

Inquiries (613) Ottawa 995-8140

PESTICIDES

Q: Where can I get information about pesticides?

A: Agriculture Canada operates a toll-free Canada-wide Pesticide call line which can give general and technical information about pesticides, such as herbicides and insecticides.

All provinces call (toll-free) 1-800-267-6315

Yukon and Northwest Territories — Call collect Ottawa (613) 995-9073

Q: Where can I get information about getting a pilot's licence?

A: Transport Canada administers the licensing of civil aviation personnel through the Licensing Division of the Aviation Regulation Directorate.

For further information, contact one of the following offices.

Alberta

Aviation Licensing
Federal Building
9th Floor
9820 107th Street
Edmonton, Alta.
T5K 1G3
(403) 420-3869

British Columbia

Aviation Licensing
800 Burrard Street
P.O. Box 220
Vancouver, B.C.
V6Z 2J8
(604) 666-5571

Manitoba

Aviation Licensing
333 Main Street
P.O. Box 8550
Winnipeg, Man.
R3C 0P6
(204) 949-4341

New Brunswick

Aviation Licensing
95 Foundry Street
P.O. Box 42
Moncton, N.B.
E1C 8K6
(506) 857-7131

Ontario

Aviation Licensing
Federal Building
Suite 300
4900 Yonge Street
Willowdale, Ont.
M2N 6A5
(416) 224-3124

Head Office
Place de Ville
Tower C, 21st Floor
330 Sparks Street
Ottawa, Ont.
K1A 0N5
(613) 996-5861

Quebec

Aviation Licensing
Dorval International Airport
P.O. Box 5000
H4Y 1B9
(514) 633-3579

Q: Who in the federal government has information about acid rain and toxic chemical pollution?

A: Environment Canada, Conservation and Protection, plans, coordinates and manages Canada's acid rain program. As well, it plans, coordinates and manages the program to prevent or control entry of harmful toxic chemicals into the air, water, land, plant and animal life. Environment Canada also works with the provinces and Fisheries and Oceans Canada in the area of water pollution.

Q: Who in the federal government can I tell about oil spillage in the oceans?

A: Environment Canada, Conservation and Protection, stimulates the development and application of spill preparedness to prevent or lessen the impact of environmental emergencies.

**ENVIRONMENT CANADA
CONSERVATION AND PROTECTION OFFICES**

Alberta

Western & Northern Regions
Twin Atria Building
2nd Floor
4999, 98th Avenue
Edmonton, Alta.
T6B 2X3
(403) 468-8001

Environmental Emergency Centre
Edmonton (403) 468-8014
(toll-free) 1-800-222-6514

British Columbia

Kapilano 100 Building
3rd Floor
100 South Park Royal
West Vancouver, B.C.
V7T 1A2
(604) 666-6100

Manitoba

Kensington Building
Room 800
275 Portage Avenue
Winnipeg, Man.
R3B 2B3
(204) 949-2961

Newfoundland

P.O. Box 5037
A1C 5V3
Environmental Emergencies
(709) 772-5488
or call 24-hour
Oil Pollution
Reporting (709) 772-2083

CONSERVATION AND PROTECTION OFFICES (cont'd.)

Northwest Territories

9th Floor
Bellanca Building
P.O. Box 370
Yellowknife, N.W.T.
X1A 2N3
(403) 873-3456

Nova Scotia, New Brunswick and Prince Edward Island

Atlantic Regional Office
Queen Square
3rd Floor
45 Aldernay Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-3980
Environmental Emergency
(24-hour service)
(902) Dartmouth 426-6200
or call (toll-free) Canadian Coast
Guard Emergency Operations
Zenith 49000

Ontario

25 St. Clair Avenue, East
Toronto, Ont.
M5T 1M2
Environmental Emergency Centre
(416) 973-5840

Quebec

Head Office
Place Vincent Massey
351 Saint-Joseph Boulevard
Hull, Que.
(Mail: Ottawa, Ont. K1A 1C8)
(819) 997-0310
2nd Floor
1179 Bleury
Montreal, Que.
H3B 3H9
(514) 283-4670
Environmental Emergency Centre
(514) 283-2333

Saskatchewan

Suite 421
1901 Victoria Avenue
Regina, Sask.
S4P 3R4
(306) 780-6464

Yukon Territory

Federal Building
Room 225
308 Main Street
Whitehorse, Y.T.
Y1A 2B5
(403) 667-3400

POST OFFICES

Q: Where are Post Offices listed in the phone directory?

A: Post Offices are listed under "C" for Canada Post Corporation in the white pages.

Q: Where can I get information about postal rates and postal codes?

A: You can get this information from Canada Post through your local post office. Post offices are listed in the white pages of your local telephone book under "C" for Canada Post Corporation.

PUBLICATIONS

Q: How can I obtain federal government publications?

A: Free federal government publications are distributed by individual departments and can usually be obtained through the publication, public affairs, information or communication section of the department responsible for production of the publication.

Priced federal government publications are available through a network of 200 commercial and university bookstores, associated with the Canadian Government Publishing Centre. A list of these bookstores is available on page 105 of this publication.

RADIO LICENCES (CB/VHF/HAM)

Q: Where do I get a radio licence?

A: Radio licensing is administered by the Department of Communications through its regional offices.

For further information, contact one of the offices listed on the following page.

DEPARTMENT OF COMMUNICATIONS OFFICES (cont'd.)

Alberta

Liberty Building
10th Floor
10506 Jasper Avenue
Edmonton, Alta.
T5J 2W9
(403) 420-2472

British Columbia

Room 1900
800 Burrard Street
Vancouver, B.C.
V6Z 2J7
(604) 666-5423

Manitoba

2nd Floor
386 Broadway Avenue
Winnipeg, Man.
R3C 3Y9
(204) 949-4391

New Brunswick

Terminal Plaza Building
1222 Main Street
P.O. Box 5090
Moncton, N.B.
E1C 8R2
(506) 857-6525

Newfoundland

Sir Humphrey Gilbert Building
Room 612
165 Duckworth Street
P.O. Box 5277
St. John's, Nfld.
A1C 5W1
(709) 772-4889

Northwest Territories

Precambrian Building
10th Floor
P.O. Box 2430
Yellowknife, N.W.T.
X1A 2P8
(403) 873-3568

Nova Scotia

Gulf Building
9th Floor
6009 Quinpool Road
Halifax, N.S.
B3K 5J7
(902) 426-3810

Ontario

Trebla Building
Room 100B
473 Albert Street
Ottawa, Ont.
K1R 5B4
(613) 998-3693
9th Floor
55 St. Clair Avenue East
Toronto, Ont.
M4T 1M2
(416) 973-8215

Prince Edward Island

Dominion Building
3rd Floor, Suite 324
97 Queen Street
Charlottetown, P.E.I.
C1A 4A9
(902) 566-7000

Quebec

295 Saint-Paul Street, East
Montreal, Que.
H2Y 1H1
(514) 283-2307

DEPARTMENT OF COMMUNICATIONS OFFICES (cont'd.)

Saskatchewan

Financial Building
Room 101
2102 Scarth Street
Regina, Saskatchewan
S4P 2H9
(306) 780-5008

Yukon Territory

Room 201
4133 4th Avenue
Whitehorse, Y.T.
Y1A 1H8
(403) 667-5102

SALES TAX — FEDERAL

Q: Where can I get federal sales tax information?

A: Revenue Canada Customs and Excise, Excise offices are responsible for the administration of federal sales and excise taxes and for regulations governing exemptions.

Q: I require a sales tax exemption number for my company and have no idea who to call?

A: Revenue Canada Customs and Excise, Excise offices are responsible for the administration of federal sales and excise payable under the Excise Tax Act and for regulations governing manufactured goods, tax liability and exemptions.

For further information, contact one of the excise offices listed below or check your local phone directory for an office nearest you.

REVENUE CANADA — EXCISE OFFICES

Alberta

Harry Hays Building
Room 470
220 4th Avenue SE
P.O. Box 2525, Station M
Calgary, Alta.
T2P 3B7
(403) 292-5678

British Columbia

Room 201
4664 Lougheed
Burnaby, B.C.
V5C 6C2
(604) 666-3803

REVENUE CANADA — EXCISE OFFICES (cont'd.)

Manitoba

Revenue Canada Building
Room 410
391 York Avenue
P.O. Box 1022
Winnipeg, Man.
(204) 949-4016

New Brunswick

77 Vaughan Harvey Boulevard
P.O. Box 1070
Moncton, N.B.
E1C 8P2
(506) 857-7015

Newfoundland

Sir Humphrey Gilbert Building
5th Floor
165 Duckworth Street
P.O. Box 5500
St. John's, Nfld.
A1C 5W4
(709) 772-5333

Nova Scotia

Atlantic Regional Office
2nd Floor
6169 Quinpool Road
P.O. Box 1658
Halifax, N.S.
B3J 2Z8
(902) 425-2121

Ontario

25 St. Clair Avenue East
Room 401
P.O. Box, 100 Station Q
Toronto, Ont.
M4T 2L7
(416) 973-6561

Head Office

Connaught Building
2nd Floor
Mackenzie Avenue
Ottawa, Ont.
K1A 0L5
(613) 957-0275

360 Coventry Road
P.O. Box 8257
Ottawa, Ont.
K1G 3H7
(613) 993-0040

Dominion Public Building
3rd Floor
457 Richmond Street
P.O. Box 5548, Station A
London, Ontario
N6A 4R3
(519) 679-4145

Quebec

1275 de la Jonquière Street
Quebec, Que.
G1M 3X2
(418) 648-3881
7th Floor
400 Place d'Youville
P.O. Box 6092, Station A
Montreal, Que.
H3C 3H3
(514) 283-6199

Saskatchewan

4th Floor
1955 Smith Street
Regina, Sask.
S4P 2N9
(306) 780-5869

Q: We are a group of senior citizens involved in a community project. Is there any federal assistance available to help with such a project?

A: Through Health and Welfare Canada, the New Horizons Program has grants available for a wide variety of projects to seniors' groups of ten or more volunteers for projects that can benefit themselves or their community.

For further information and application forms, contact the regional New Horizons Program offices listed below.

NEW HORIZON OFFICES

Alberta

Alberta, Yukon and
Northwest Territories
Financial Building
Room 203
10621 100th Avenue
Edmonton, Alta.
T5J 0B3
(403) 420-2754

British Columbia

Room 104
1525 West 8th Avenue
Vancouver, B.C.
V6J 1T5
(604) 666-2729

Manitoba

Eaton Place
340 Graham Avenue
Winnipeg, Man.
R3C 4C2
(204) 949-2833

New Brunswick

Terminal Plaza Building
3rd Floor
1222 Main Street
Moncton, N.B.
E1C 1H6
(506) 857-7007

Newfoundland

Sir Humphrey Gilbert Building
Room 602
165 Duckworth Street
St. John's, Nfld.
A1C 1G4
(709) 772-2279

Nova Scotia

Halifax Insurance Building
4th Floor
5670 Spring Garden Road
Halifax, N.S.
B3J 1H6
(902) 426-2741

Ontario

Room 1104
2300 Yonge Street
Toronto, Ont.
M4P 1E4
(416) 973-1999

SENIOR CITIZENS

(See also **PENSIONS**)

(See also **HOUSING (Construction)**)

NEW HORIZON OFFICES (cont'd.)

Prince Edward Island

Kelly Building

Room 101

Harbourside 3

P.O. Box 1238

Charlottetown, P.E.I.

C1A 7M9

(902) 566-7850

Quebec

Guy Favreau Complex

East Tower, Suite 212

200 Dorchester Boulevard West

Montreal, Que.

H2Z 1X4

(514) 283-7306

Room 61

1150 Clair Fontaine Street

Quebec, Que.

G1R 5G4

(418) 648-4314

Saskatchewan

Regional Office

4th Floor

1975 Scarth Street

Regina, Sask.

S4P 3K4

(306) 780-5355

SENATE

Q: Where do I send a letter to a senator?

A: You can write to a senator at the following address. No postage is required.

Name of Senator

Parliament Buildings

Wellington Street

Ottawa, Ontario

K1A 0A4

Q: How do I get/replace a Social Insurance Number?

A: Social Insurance Numbers are coordinated through Employment and Immigration Canada (EIC). Applications are available at all EIC Canada Employment Centres. * Two primary pieces of identification are necessary for application and there is a nominal charge for replacement of lost or stolen cards.

** Please see the toll-free listings under EMPLOYMENT, Canada Employment Centres, or check your local phone directory for an office nearest you.*

STATISTICS

(See also HOUSING)

Q: Where can I get statistics on poverty?

A: The National Council on Welfare is a citizens' advisory body which reports to the Minister of Health and Welfare.

Reports and statistics on poverty are available free at the following address:

National Council on Welfare
Brooke Claxton Building
Room 556
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

Q: Where can I get population statistics on Canada?

A: Information on basic demographic measures like population is available from Statistics Canada.

Alberta

1-800-222-6400
(local) Edmonton 420-3027

British Columbia

1-800-663-1551
Zenith 08193 (Northern BC)
(local) Vancouver 666-3691

STATISTICS CANADA TOLL-FREE NUMBERS (cont'd.)

Manitoba

1-800-282-8006

(local) Winnipeg 949-4020

New Brunswick,

Nova Scotia and

Prince Edward Island

1-800-565-7192

(local) Halifax 426-5331

Newfoundland and Labrador

Zenith 07037

(local) St. John's 772-4073

Northwest Territories

Zenith 22015

Ontario

1-800-268-1151 (Except areas listed below)

(local) Ottawa/Hull 990-8116

1-800-461-1662

(Sturgeon Falls area)

(local) Sturgeon Falls 753-4888

1-800-387-1402 (Toronto area)

(local) Toronto 966-6586

Quebec

1-800-361-2831

(local) Montreal 283-5725

Saskatchewan

1-800-667-3524

(local) Regina 780-5405

Yukon Territory

Zenith 08913

STUDENTS

(See also **EMPLOYMENT**)

Loans

Q: Where do I get information on student loans?

A: Secretary of State provides financial assistance to full and part-time post secondary students through the Canada Student Loans Program.

Applications should be made through the provincial/territorial governments since they administer the student assistance program.

For more information, contact the office listed below.

Student Assistance Directorate
Secretary of State
Jules Léger Building
15 Eddy Street
Hull, Que.
(Mail: Ottawa, Ont., K1A 0M5)
(819) 994-1844

Q: I have not made arrangements with my bank regarding the repayment of my student loan. Who should I contact?

A: The Government of Canada pays the interest on the student loan while the borrower is at school and for six months after study ceases. When repayment arrangements with the bank are not made the account is transferred to a commercial collection company. The Secretary of State is the federal office which co-ordinates this transfer.

A student who has defaulted should contact the office listed below.

Student Assistance Directorate
Secretary of State
Jules Léger Building
15 Eddy Street
Hull, Que.
(Mail: Ottawa, Ont., K1A 0M5)
(819) 994-1844

(See also **EMPLOYMENT**)

Language Program

Q: Where can I get information on the Summer Language Bursary Program?

A: The summer language bursary program makes funds available each summer to enable post-secondary students to take a six-week immersion course in their second language (English or French) at an accredited institution. This program is funded by Secretary of State and administered by the Ministry of Education or any other provincial or territorial department responsible for post-secondary education. Applications are available from provincial/territorial ministries of education, the language departments of local colleges and universities or any Secretary of State office.

For further information, contact one of the offices listed below.

SECRETARY OF STATE OFFICES

Alberta and Northwest Territories

Harley Court
10045 111th Street
Edmonton, Alta.
T5K 2M5
(403) 420-3350

British Columbia

Room 207,
1525 West 8th Avenue
Vancouver, B.C.
V6J 1T5
(604) 666-0176

Manitoba

Canadian Grain Commission
Building
Room 201
303 Main Street
Winnipeg, Man.
R3C 3G7
(204) 949-3601

New Brunswick and Prince Edward Island

860 Main Street
Moncton, N.B.
E1C 1G2
(506) 857-7066

SECRETARY OF STATE OFFICES (cont'd.)

Newfoundland

Atlantic Place
8th Floor
215 Water Street
P.O. Box 75
St. John's, Nfld.
A1C 6C9
(709) 772-5566

Northwest Territories

R#202, Scotia Centre
5102 Franklin Avenue
Yellowknife, N.W.T.
X1A 2N5
(403) 920-8270

Nova Scotia

5281 Duke Street
Halifax, N.S.
(902) 426-6330

Ontario

Suite 200
25 St. Clair Avenue, East
Toronto, Ont.
M4T 1M2
(416) 973-7541

Quebec

Head Office
Jules Léger Building
15 Eddy Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0M5)
(819) 994-1844
Guy Favreau Complex
West Tower, 10th Floor
200 Dorchester Boulevard, West
Montreal, Quebec
H2Z 1X4
(514) 283-5850

Saskatchewan

Financial Building
Room 505
230 22nd Street East
Regina, Sask.
S7K 0E9
(306) 975-4146

Yukon Territory

Federal Building
Room 240
208 Main Street
Whitehorse, Y.T.
(403) 668-2721

Visas

Q: Where can I get a student visa to study overseas?

A: Visas are available from the embassy or consulate of the country in which you will be studying.

Q: I want to purchase federal office furniture and equipment. Who do I contact?

A: All surplus equipment and material sold by the federal government is done through Supply and Services Canada, Crown Assets Distribution Centre.

For further information, contact one of the following regional offices.

Alberta

15508 114th Avenue
Edmonton, Alta.
T5M 3S8
(403) 420-3704

British Columbia

12171 Horseshoe-Way
Richmond, B.C.
V7A 4Z6
(604) 272-9062

Manitoba

100 Otter Street
Winnipeg, Man.
R3T 0M8
(204) 949-3317

Nova Scotia

2 Morris Drive
Dartmouth, N.S.
B3B 1S6
(902) 426-3935

Ontario

6227 Netherhart Road
Mississauga, Ont.
L5T 1G5
(416) 973-6296

1730 Bantree Street
Ottawa, Ont.
K1B 3W4
(613) 993-0861

Quebec

Place du Portage
Phase III, 6B1
11 Laurier Street
Hull, Que.
K1A 0S5
(819) 994-0074
800 Golf Road
Île des Soeurs
Verdun
Montreal, Que.
(514) 283-6297

Q: Is there a federal government department that deals with complaints about telephone companies?

A: The Canadian Radio-Television and Telecommunications Commission has authority over federally regulated telecommunications carriers (Bell Canada, the British Columbia Telephone Company, CNCP, Telesat Canada, Terra Nova and Northwestel Inc.).

For further information contact one of the offices listed below.

British Columbia

Pacific Centre
Suite 1130
700 West Georgia Street
P.O. Box 10105
Vancouver, B.C.
V7Y 1C6
(604) 666-2111

Manitoba

Kensington Building
275 Portage, Avenue
Winnipeg, Man.
R3B 2B3
(204) 949-6306

Nova Scotia

Scotia Square
Barrington Tower
Room 428
1894 Barrington Street
Halifax, N.S.
B3J 2A8
(902) 426-7997

Quebec

Secretary General
Terrasses de la Chaudière
Central Building
Promenade du Portage
Hull, Que.
(Mail: Ottawa, Ont. K1A 0N2)
(819) 997-0272

Guy Favreau Complex
East Tower, Suite 602
200 Dorchester Boulevard, West
Montreal, Que.
H2Z 1X4
(514) 283-6607

Q: Where do I get information about obtaining a trade mark?

A: Trade marks are administered by Consumer and Corporate Affairs through its Trade Marks Office.

For further information contact one of the offices listed below.

British Columbia

Room 1400
800 Burrard Street
Vancouver, B.C.
V6Z 2H8
(604) 666-5000

Manitoba

Room 201
260 St. Mary
Winnipeg, Man.
R3C 0M6
(204) 949-3227

Ontario

Room 701
25 St. Clair East
Toronto, Ont.
M4T 1M2
(416) 973-3710

Quebec

Head Office
Place du Portage
50 Victoria Street
Hull, Que.
(Mail: Ottawa, Ont. K1A 0C9)
(819) 996-3964 or 1936

Saskatchewan

2212 Scarth Street
Regina, Sask.
S4P 2J6
(306) 780-5391

TRAVEL

(See also **CUSTOMS**)

(See also **PASSPORTS**)

Q: Where is travel information on Canada available?

A: Provincial and Territorial ministries of tourism provide tourist information to the public.

The federal office for tourism — Tourism Canada — serves the travel industry promoting tourist development.

Q: How do I find out if a particular country has a Canadian embassy?

A: Through External Affairs' consular services office in Ottawa or through regional passport offices.*

For further information, write to the office listed below.

Consular Operations Division
External Affairs Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Ont.
K1A 0G2
(613) 992-3705

* Please see **PASSPORTS** for office listings

Q: Where do I get information on which countries are safe for travel?

A: External Affairs Canada provides consular protection, assistance and information for Canadian citizens travelling or residing outside Canada. For further information, contact the office listed below.

Consular Operations Division
External Affairs Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Ont.
K1A 0G2
(613) 996-4376

Q: Where can I get a visa to visit another country?

A: Travel visas can be obtained from the embassy or consulate of the country you wish to travel to.

TRAVEL

(See also **CUSTOMS**)

(See also **PASSPORTS**)

Q: Where can I get information on immunization needed for travel abroad?

A: Health and Welfare Canada's Medical Service Branch provides information to prospective travellers on immunization requirements and measures to maintain their health while abroad.

HEALTH AND WELFARE — MEDICAL SERVICES

Alberta

Edmonton Centre
Toronto — Dominion Tower
Room 401
Edmonton, Alta.
T5J 2Z1
(403) 420-2700

British Columbia

4th Floor
814 Richards Street
Vancouver, B.C.
V6B 3A9
(604) 666-3235

Manitoba

Room 500
303 Main Street
Winnipeg, Man.
R3C 0H4
(204) 949-4172

New Brunswick

Chestnut Complex
500 Beaverbrook Court
Fredericton, N.B.
E3B 5X4
(506) 452-3017

Newfoundland

Sir Humphrey Gilbert Building
Room 410
165 Duckworth Street
P.O. Box 5759
St. John's, Nfld.
A1C 5X3
(709) 772-5571

Northwest Territories

Lahmridge Tower
Bag Service No.2
Yellowknife, N.W.T.
X1A 2R3
(403) 873-7025

Nova Scotia

Ralston Building
Room 439
1557 Hollis Street
Halifax, N.S.
B3J 1V6
(902) 426-7392

Ontario

District Health unit
(Immunization)
301 Elgin Street
Ottawa, Ont.
K1A 0L3
(613) 990-0653

HEALTH AND WELFARE — MEDICAL SERVICES (cont'd.)

Ontario (cont'd.)

55 St. Clair Avenue, E.

3rd Floor

Toronto, Ont.

M4T 1M2

(416) 973-6241

Quebec

Guy Favreau Complex

East Tower, Room 202

200 Dorchester Boulevard, West

Montreal, Que.

H2X 1X4

(514) 283-4774

Saskatchewan

Call Regina 522-3621

(city of Regina Health office)

Yukon

2 Hospital Road

Whitehorse, Y.T.

Y1A 3H8

(403) 668-5461

UNEMPLOYMENT INSURANCE

Q: Where can I get information about Unemployment Insurance and how do I apply?

A: Unemployment Insurance is administered by Employment and Immigration Canada through their Canada Employment Centres.

Q: Where can I get information about Unemployment Insurance Appeals?

A: Employment and Immigration Canada's Canada Employment Centres can answer inquiries concerning appeals of decision by the Employment and Immigration Commission about Unemployment Insurance benefits.

For more information, call one of the toll-free numbers listed below or see further toll-free numbers listed under EMPLOYMENT, Canada Employment centres.

Alberta

Zenith 22106

Prince Edward Island

1-894-5091

VETERANS

(See also **PENSIONS**)

(See also **ARMED FORCES (FOR MILITARY RECORDS)**)

Q: What medical and dental benefits are available to veterans?

A: Veterans Affairs Canada through Veterans Services provides information on benefits to eligible veterans.

For further information, contact one of the offices listed below.

Q: What is the Army Benevolent Fund?

A: This fund provides a one-time grant to assist army veterans who served between 1939 and 1946 who are experiencing financial hardship and who can't obtain help through veteran's legislation or other social services.

For further information, contact one of the Veterans Affairs offices listed below.

VETERANS AFFAIRS OFFICES

Alberta

Baker Centre
8th Floor
10025 106th Street
Edmonton, Alta.
T5J 1G7
(403) 420-3762

British Columbia

Alvin Building
1155 Robson Street
Vancouver, B.C.
V6E 1B9
(604) 666-3776

Manitoba

Eaton Place
Room 610
330 Graham Avenue
P.O. Box 6050
Winnipeg, Man.
R3C 4G5
(204) 949-4163

Newfoundland

Sir Humphrey Gilbert Building
Room 728
165 Duckworth Street
P.O. Box 5068
St. John's, Nfld.
A1C 5V4
(709) 772-4716

VETERANS AFFAIRS OFFICES (cont'd.)

Nova Scotia

Queen Square
14th Floor
45 Alderney Drive
P.O. Box 1002
Dartmouth, N.S.
B2Y 3Z7
(902) 426-8936

Ontario

5th Floor
4900 Yonge Street
Willowdale, Ont.
M2N 6B2
(416) 224-3879
Billings Bridge Plaza
SBI Building
10th Floor
2323 Riverside Drive
Ottawa, Ont.
K1A 0P5
(613) 998-9460

Prince Edward Island

Head Office
Daniel J. MacDonald Building
1st Floor
161 Grafton Street
P.O. Box 7700
Charlottetown, P.E.I.
C1A 8M9
(902) 566-8888
or 556-8089

Quebec

Quebec Regional Office
1st Floor
4545 Queen Mary Road
Montreal, Que.
H3W 1W4
(514) 340-2051

Saskatchewan

Credit Union Central Building
7th Floor
2055 Albert Street
Regina, Sask.
S4P 2T8
(306) 780-5240

Q: I need information about war graves. Who can I call?

A: The Commonwealth War Graves Commission mark and maintain the graves of members of the Commonwealth Forces who died in the two World Wars.

For further information, contact the office listed below.

Commonwealth War Graves Commission
Canadian Agency
East Memorial Building
1st Floor
284 Wellington Street
Ottawa, Ont.
K1A 0P4
(613) 992-3224

WEATHER

Q: Where is weather information available?

A: Environment Canada's Atmospheric Environment Service administers public and marine weather services. Telephone Forecasts are available in all major cities and over 170 public forecast districts.

For more information, please check your local phone directory for an office near you.

LIST OF ASSOCIATED BOOKSTORES FOR THE SALE OF CANADIAN GOVERNMENT PUBLICATIONS

ALBERTA

Banff

Banff Book & Art Den
104 Banff Avenue
TOL 0C0
(403) 762-3919

Calgary

Carmen Moore Book Orders Ltd.
1587-7th Avenue S.W.
T2R 1N5
(403) 228-4445

De Mille Technical Books Ltd.
918-6th Avenue S.W.
T2P 0V5
(403) 264-7740

Mount Royal College Bookstore
4825 Richard Road S.W.
T3E 6K6
(403) 240-6300

University of Calgary Bookstore
2920-24th Avenue N.W.
T2N 1N4
(403) 220-5937

Edmonton

Audrey's Books Ltd.
10702 Jasper Avenue
T5J 3J5
(403) 423-3487

Librairie Le Carrefour Book Ltd.
8536-109ème rue
T6G 1E5
(403) 432-1267

University of Alberta Bookstore
The New Student Union
Building
T6G 2J7
(403) 432-4215

Grand Prairie

Starship Books Ltd.
Town Centre Mall
9845-99th Avenue
T8V 0R3
(403) 532-0700

Jasper

Jasper Camera & Gifts Ltd.
P.O. Box 70
T0E 1E0
(403) 852-3165

Lethbridge

House of Books
319 Eighth Street S.
T1J 2J5
(403) 328-5888

University of Lethbridge
University Bookstore
4401 University Drive
T1K 3M4
(403) 320-3308

Medicine Hat

The Bookshop
Arcade Mall
435A Third Street S.E.
T1A 7G2
(403) 527-7055

Red Deer

Severna Nash Books Ltd.
4926-49th Street
T4N 1V3
(403) 347-6744

St. Albert

St. Albert Bookshelf Ltd.
139 Grandin Park Plaza
T8N 1B4
(403) 458-8180

BRITISH COLUMBIA

Abbotsford

The Bookworks
No. 1 — 2543 Montrose
Avenue
V2S 3T4
(604) 853-4625

Burnaby

Simon Fraser University
University Bookstore
V5A 1S6
(604) 291-3656

Campbell River

Campbell River Books Ltd.
1412 Ironwood Street
V9W 5T5
(604) 287-3245

Cranbrook

The Book Shoppe
33 — 10th Avenue S.
V1C 2M9
(604) 426-3415

Duncan

Volume 1 Bookstore
149 Kenneth Street
V9L 1N5
(604) 748-1533

Kamloops

Quality Books
151 Victoria Street
V2C 1Z4
(604) 374-0731

Kelowna

Mosaic Books
1420 St. Paul Street
V1Y 2E6
(604) 763-4418

Kitimat

Beck's Books
208 City Centre Mall
V8C 1T6
(604) 732-3887

Nanaimo

Book Store on Bastion Street
76 Bastion Street
V9R 2Z9
(604) 753-3011

New Westminster

The Anvil Bookstore
706 Sixth Street
V3L 3C5
(604) 526-3311

Penticton

Okanagan Books Ltd.
Division of Penticton Stationery
Ltd.
239 Main Street
V2A 5B1
(604) 493-1941

Powell River

Windflower Books & Stationery
4539 Marine Avenue
V8A 2K5
(604) 485-2728

Richmond

Bomber Joe's Bookstores Ltd.
South Terminal Building
Vancouver International Airport
Vancouver AMF
V7B 1V7
(604) 278-8021

LIST OF ASSOCIATED BOOKSTORES FOR THE SALE OF CANADIAN GOVERNMENT PUBLICATIONS (cont'd.)

B.C. (cont'd.)

Sechelt

Sechelt Bookstore
Cowrie Street, P.O. Box 919
V0N 3A0
(604) 885-2527

Sidney

Tanners' Books and Gifts
2436 Beacon Avenue
V8L 1X6
(604) 656-2345

Vancouver

World Wide Books and Maps
949 Granville Street
V6Z 1L3
(604) 687-3320

Seymour Books Ltd.
1637 Lonsdale Avenue
V7M 2J5
(604) 987-4644

University of British Columbia
University Bookstore
6200 University Boulevard
V6T 1Y5
(604) 228-4741

Vernon

Bookland
3401A-30th Street
V1T 5E7
(604) 545-1885

Victoria

Camosun College Bookstore
1950 Landsdowne Road
V8P 5J2
(604) 592-1281

University of Victoria
University Bookstore
P.O. Box 2200
V8W 2Y2
(604) 721-7211

MANITOBA

Brandon

Black Bond Books
636 Rosser Avenue
R7A 0K6
(204) 727-1007

MANITOBA (cont'd.)

St. Boniface

Librairie Landry
180, boul. Provencher
R2H 0G3
(204) 233-3407

Winnipeg

Mary Scorer Books Ltd.
389 Graham Avenue
R3C 0L3
(204) 943-9600

University of Manitoba
University Bookstore
Fort Garry Campus
R3T 2N2
(204) 474-8321

NEW BRUNSWICK

Bathurst

Book Village du Livre Ltée
Plaza K-Mart
700, avenue St-Peter
E2A 2Y8
(506) 548-8359

Fredericton

University Bookstore
University of New Brunswick
E3B 5A3
(506) 453-4664

Westminster Books

445 King Street
E3B 1E5
(506) 454-1442

Sackville

Mount Allison University
Bookstore
Mount Allison University
E0A 3C0
(506) 364-2225

NEWFOUNDLAND

St. John's

Dicks & Co. Ltd.
320 Water Street
A1C 5K6
(709) 579-5111

Macy's Book Store

17 Rowan Street
A1B 2X2
(709) 726-0674

University Bookstore
Memorial University of
Newfoundland
A1C 5S7
(709) 737-7440

NORTHWEST TERRITORIES

Fort Smith

Fort Smith Workshop
69 Portage Avenue
P.O. Box 403
X0E 0P0
(403) 872-2606

Inuvik

Mac's News
P.O. Box 2720
X0E 1T0
(403) 973-2104

Yellowknife

The Yellowknife Book Cellar
Scotia Centre
P.O. Box 1256
X1A 2N9
(403) 920-2220

NOVA SCOTIA

Halifax

The Book Room Ltd.
1664-1666 Granville St.
B3J 2N7
(902) 423-8271

Classic Bookshops

Scotia Square
B3J 1N9
(902) 423-6438

Wolfville

The Box of Delights
328 Main Street
B0P 1X0
(902) 542-9511

LIST OF ASSOCIATED BOOKSTORES FOR THE SALE OF CANADIAN GOVERNMENT PUBLICATIONS (cont'd.)

ONTARIO

Barrie

Georgian College Bookstore
One Georgian Drive
L4M 3X9
(705) 728-1951

Belleville

The James Text
183 Front Street
K8N 5V5
(613) 968-6775

Brockville

Leeds County Books
41 King Street W.
K1V 3P7
(613) 342-5728

Cambridge

Epic Bookstore
John Galt Centre
N1R 6B3
(519) 621-9500

Chatham

Epic Bookstore
Chatham Place
801 St. Clair Street
N7M 5J9
(519) 351-1412

Cobalt

Highway Bookshop
POJ 1C0
(705) 679-8375

Cobourg

The Family Tree House
47 King Street West
K9A 2M1
(416) 372-8906

Dryden

The Bookcase
23 King Street
P8N 1B4
(807) 223-3479

Guelph

Guelph Campus Co-operative
Campus Bookstore Division
Physical Science Complex
University of Guelph
N1G 2W1
(519) 821-2050

Hamilton

The Bookcellar
144 James Street
L8P 3A2
(416) 525-7172

McMaster University
University Bookstore
1280 Main Street W.
L8S 4L8
(416) 525-9140 ext. 4751

Huntsville

The Bookcase
93 Main Street E.
POA 1K0
(705) 789-9111

Kapuskasing

The Book Stop
Model City Mall
25 Brunetville Road
P5N 2E9
(705) 335-4384

Kenora

Scott's Books
Kenora Shopping Mall
130 Main Street S.
P9N 3X7
(807) 468-7700

Kingston

The Book Shop
251 Princess Street
K7L 1B4
(613) 546-0734

Queen's University Grounds
Campus Bookstore
K7L 3N6
(613) 542-9677

Kitchener

Provident Bookstore
117 King Street W.
N2G 4M5
(519) 743-2673

London

Fanshawe College
The Bookstore
P.O. Box 4005
N5W 5H1
(519) 452-4260

Oxford Book Shops Ltd.
742 Richmond Street
N6A 1L6
(519) 438-8336

London (cont'd.)

University of Western Ontario
The Bookstore
N6A 3K7
(519) 679-3520

Mississauga

Insight Books
Sheridan Mall
2225 Erin Mills Parkway
L5K 1T9
(416) 822-5326

North Bay

Canadore College
Campus Shop
P1B 8K9
(705) 474-7600

Fosdick's
150 Main Street W.
P1B 2T5
(705) 472-7380

Orillia

Epic Bookstore
Orillia Square Mall
R.R. No. 4
L3V 5H4
(705) 325-4877

Oshawa

Civic Books Ltd.
Midtown Mall
200 John Street West
L1J 2B4
(416) 728-8011

Ottawa

Canadian Public Health
Association
Suite 210
335 Carling Avenue
K1Z 8N8
(613) 725-3769

Canterbury House
228 Bank Street
K2P 1X1
(613) 232-4201

Capital Bookstore
75, rue Elgin
K1P 5B8
(613) 236-7287

Capital Library Wholesale
1427 Ogilvie Road
K1J 8M7
(613) 749-5949

LIST OF ASSOCIATED BOOKSTORES FOR THE SALE OF CANADIAN GOVERNMENT PUBLICATIONS (cont'd.)

ONTARIO (cont'd.)

Ottawa (cont'd.)

Carleton University
University Bookstore
Southam Hall Court Yard
Colonel By Drive
K1S 5B6
(613) 564-6616

Le Coin du Livre (Central) Ltée
263, rue Dalhousie
K1K 7E3
(613) 235-7886

*Renouf Publishing Co. Ltd.
• (Mail Order Bookstore)
61 Sparks Street
K1P 5R1
(613) 238-8985

Librairie Trillium Inc.
321, rue Dalhousie
K1N 7G1
(613) 236-2331

University of Ottawa
University Bookstore
85, rue Hastey
K1N 9A6
(613) 564-7070

Parry Sound

The Book Worm Shoppe
56 James Street
P2A 1T5
(705) 746-8813

Pembroke

McCann's Books & Records Ltd.
Pembroke Mall
1100 Pembroke Street E.
K8A 6Y7
(613) 732-9726

Perth

Valley Bookshop
53 Gore Street E.
K7H 1H6
(613) 267-5532

Peterborough

Trent University
University Bookstore
224 Charlotte Street
K9J 2T8
(705) 748-1230

St. Catharines

Beattie Stationery
14 Queen Street
L2R 3M2
(519) 688-4040

St. Thomas

Epic Bookstore
Elgin Mall
417 Wellington Street
N4R 5J5
(519) 631-2760

Sarnia

Epic Bookstore
Lambton Shopping Mall
1380 London Road
N7S 1P8
(519) 542-9111

Sault Ste-Marie

Pickwick Book Store
610 Queen Street E.
P6A 2A4
(705) 942-2272

Smiths Falls

R. & R. Books Ltd.
County Fair Mall
K7A 3Z5
(613) 283-5738

Sturgeon Falls

Mac's Bookstore and
Office Supplies
184 King Street
POH 2G0
(705) 753-1732

Shorty's Convenience Store

162 Front Street
POH 2G0
(705) 753-1811

Sudbury

Epic Bookstores Ltd.
Sudbury City Centre
100 Elm Street
P3C 1S8
(705) 673-2003

Laurentian University
University Bookstore
Ramsey Lake Road
P3E 2C6
(705) 675-1151

Thunder Bay

Cumberland Bookstore
20 Cumberland Street North
P7A 4K9
(807) 344-4202

Lakehead University
University Bookstore
855 Oliver Road
P7B 5E1
(807) 345-2121

Toronto

Albert Britnell Book Shop
765 Yonge Street
M4W 2G6
(416) 924-3678

Bob Miller Book Room
180 Bloor Street W.
M5S 2V6
(416) 922-3557

Librairie Champlain
107, rue Church
M5C 2G4
(416) 364-4345

*Federal Publications Inc.
(Mail Order Bookstore)
301-303 King Street W.
M5V 1J5
(416) 581-1552

Micromedia Limited
(Mail Order Bookstore)
144 Front Street West
M5J 2L7
(416) 593-5211

*Renouf Publishing Co. Ltd.
(Mail Order Bookstore)
211 Yonge Street
M5B 1M4
(416) 363-3171

SCM Book Room
333 Bloor Street W.
M5S 1W7
(416) 979-9624

University of Toronto Bookroom
214 College Street
M5T 1R2
(416) 586-7916

Trenton

Darling's Stationery Ltd.
24 Dundas Street W.
K8V 5R6
(613) 392-1281

* Parliamentary and judicial
papers

* Geographical Maps and Related
Materials

LIST OF ASSOCIATED BOOKSTORES FOR THE SALE OF CANADIAN GOVERNMENT PUBLICATIONS (cont'd.)

ONTARIO (cont'd.)

Waterloo

University of Waterloo
University Bookstore
N2L 3G1
(519) 885-1211 ext. 2049

Wilfrid Laurier University
University Bookstore
75 University Avenue
N2L 3C5
(519) 884-1970 ext. 2204

Welland

A.M. Smith Stationery and
Office Supply
7 Main Street East
L3B 3Z6
(416) 732-2405

Librairie Welland
720 est, Maine
L3B 3Y4
(416) 735-5545

Windsor

The Bookstore, Public Library
850 Ouellette Avenue
N9A 4M9
(519) 255-6765

St. Clair College Bookstore
2000 Talbot Road West
N9A 6S4
(519) 966-1656 ext. 322

Woodstock

Epic Bookstore
Blanford Square Mall
N4S 7V9
(519) 539-1133

Merrifield Book Shop
423 Dundas Street
N4S 1B8
(519) 539-4220

PRINCE EDWARD ISLAND

Charlottetown

The Bookmark
Confederation Court Mall
C1A 4B5
(902) 894-8467

QUÉBEC

Amos

Librairie Querbes
241, 1ère avenue, est
J9T 1H5
(819) 732-5201

Chicoutimi

Librairie Régionale (1982) Inc.
461 est, rue Racine
G7H 1T6
(418) 549-7135

Dolbeau

Librairie Centrale Ltée
1245, boul. Walberg
G8L 1H3
(418) 276-3455

Drummondville

Librairie du Centre du Québec
Inc.
212, rue Hériot
J2C 1J8
(819) 478-1395

Granby

Librairie Jean-Yves Inc.
3, rue Court
J2G 4Y6
(514) 375-1569

Hauterive

Librairie Manicouagan Inc.
836, rue de Puyjalon
G5C 1N1
(418) 589-5204

Hull

Librairie du Quartier
157, Promenade du Portage
J8X 2K4
(819) 777-4141

Librairie Moderne
400, boul. Taché
J9A 1M0
(819) 770-1102

Joliette

Librairie René Martin Inc.
598, rue St-Viateur
J6E 3B7
(514) 759-2822

Jonquière

Librairie L.I.M.A. Jonquière Inc.
2501, rue St-Dominique
G7X 6K1
(418) 542-8181

Lachine

(See under Montréal)

Laval

Librairie Le Bouquin Enrg.
355, boul. Samson
(Ste-Dorothée)
H7X 1J4
(514) 689-4675

Lennoxville

Bishop's University Bookstore
J1M 1Z7
(819) 569-9551 ext. 294

Montréal

Librairie Bonder/Bonder's
Bookstore
5674, avenue Monkland
Outremont
H4A 1E4
(514) 484-7131

* Librairie Caron
251 est, rue Ste-Catherine
H2X 1L5
(514) 845-5698

Librairie Champigny Inc.
4474, rue Saint-Denis
H2J 2L1
(514) 844-2587

Concordia University Bookstore
Loyola Campus
7141 Sherbrooke Street West
H4B 1R6
(514) 848-3636

* * Conexfor Inc.
Complexe Desjardins
Suite 137
H5B 1B8
(514) 849-5741

Librairie COOP-UQAM
Université du Québec à
Montréal
Pavillon Judith-Jasmin
Local JM-205
1225, rue St. Denis
H3C 3P8
(514) 282-3333

* Parliamentary and judicial
papers

* * Geographical Maps and Related
Materials

LIST OF ASSOCIATED BOOKSTORES FOR THE SALE OF CANADIAN GOVERNMENT PUBLICATIONS (cont'd.)

QUÉBEC (cont'd.)

Montreal (cont'd.)

Librairie Demarc Inc.
Succursale Desjardins
Complexe Desjardins
H5B 1B5
(514) 288-4844

Librairie Demarc Inc.
Succursale Fleury
1691 est, rue Fleury
H2C 1T1
(514) 384-9920

Institut de Recherches
Psychologiques Inc.
34 ouest, rue Fleury
H3L 1S9
(514) 382-3000

Librairie Leméac Inc.
371 ouest, avenue Laurier
H2V 2K6
(514) 273-2841

McGill University Bookstore
Samuel Bronfman Building
1001 Sherbrooke Street W.
H3A 1G5
(514) 392-4870

Le Parchemin
Station Métro Berri-Demontigny
505 est, rue Ste-Catherine
H2L 2C9
(514) 845-5243

Librairie postale Bibliorama Inc.
(Mail Order Bookstore)
Case postale 444
H2V 4R6
(514) 274-5468

Librairie Renaud-Bray Enrg.
5219, chemin Côte-des-Neiges
H3T 1Y1
(514) 342-1515

* Renouf Publishing Co. Ltd.
* 980, rue Notre-Dame
Lachine
H8S 2B9
(514) 634-7088

* La Librairie scientifique
Bernard Hénault Enrg.
425 ouest, boul. de
Maisonnette
H3A 3G5
(514) 849-3569

Montreal (cont'd.)

Librairie scientifique
Bernard Hénault Enrg.
Place du Canada
Niveau Plaza
1010, de la Gauchetière
H3B 2N2
(514) 395-2442

Librairie de l'Université de
Montréal
3200, rue Jean Brillant
Local 1315
H3T 1N8
(514) 343-7362

* Wilson-Lafleur Ltée
39 ouest, rue Notre-Dame
H2Y 1S5
(514) 288-7153

Mont Saint-Hilaire

Librairie Dialecta Inc.
135, rue Messier
J3H 2W8
(514) 467-5573

Outremont

(See under Montréal)

Québec

Librairie Garneau Québec
(1982) Ltée
47, rue Buade
G1R 4A2
(418) 692-4262

* Librairie Laliberté Inc.
Centre d'achats Innovation
2360, Chemin Sainte-Foy
Sainte-Foy
G1V 4H2
(418) 658-3640

* Librairie Marque d'OR
— C.E.J. Inc.
800 Place d'Youville
G1R 3P4
(418) 692-4358

Librairie Vagueois
1354, ave. Maguire
Sillery
G1T 1Z3
(418) 681-0254

* Parliamentary and judicial
papers

* * Geographical Maps and
Related Materials

Rimouski

Librairie l'Alphabet Inc.
Siège social
120 ouest, rue St-Germain
G5L 4B5
(418) 723-8521

Librairie Comptoirs Horizon Inc.
214, rue de la Cathédrale
G5L 5J2
(418) 723-6560

Rivière-du-Loup

Librairie du Portage
298, boul. Thériault
G5R 3K3
(418) 862-3561

Roberval

Librairie Leclerc Ltée
707, boul. Saint-Joseph
G8H 2L3
(418) 275-0652

Rouyn

Librairie-Papeterie LML Inc.
100, rue du Terminus ouest
J9X 6H7
(819) 764-9574

Le Service Scolaire
150 est, rue Perreault
J9X 3C4
(819) 764-5166

Saint-Hyacinthe

Librairie Comptoir du Livre
548, rue Mondor
J2S 5A9
(514) 773-8586
(514) 467-3072

Saint-Lambert

Éditions le Fureteur Inc.
615, avenue Victoria
J4P 3R4
(514) 465-5597

Sainte-Foy

(See under Québec)

Sept-Îles

Librairie Côte-Nord Enrg.
Édifice Place de Ville
Suite 220
770, boul. Laurent
G4R 1Y2
(418) 968-8881

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